Sidekick Sync

User Manual

Version 1.0/24

REVISION HISTORY

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S i d e k i c k S y n c

1. PRODUCT DESCRIPTION

Sidekick Sync is a breakthrough application for Enterprise class businesses that can provide their employees with tools to manage business activities directly from inexpensive mobile Devices. With mobile access to Email, Calendar, and Contacts available for all your employees; your enterprise can provide vital up-to-the minute information, in real-time to your employees simply and efficiently. With advanced Search and Sync capability users have a virtual window to their Exchange Outlook email, contact, calendar applications, assuring them that all the data available on their desktop, is also available on their devices.

Using licensed Exchange ActiveSync technology from Microsoft, Sidekick Sync provides the device with a direct connection to the Microsoft Exchange Servers 2003 and 2007. This connection eliminates the need for an additional proxy server, or a NOC (Network Operations Center) and preserves the integrity of the Enterprise firewall. Security of the Device contents is assured by the Remote Data Wipe feature. This feature can be initiated on the Server either by an Enterprise Administrator or the User to erase all contents on the Device. All the data transmissions are SSL encrypted.

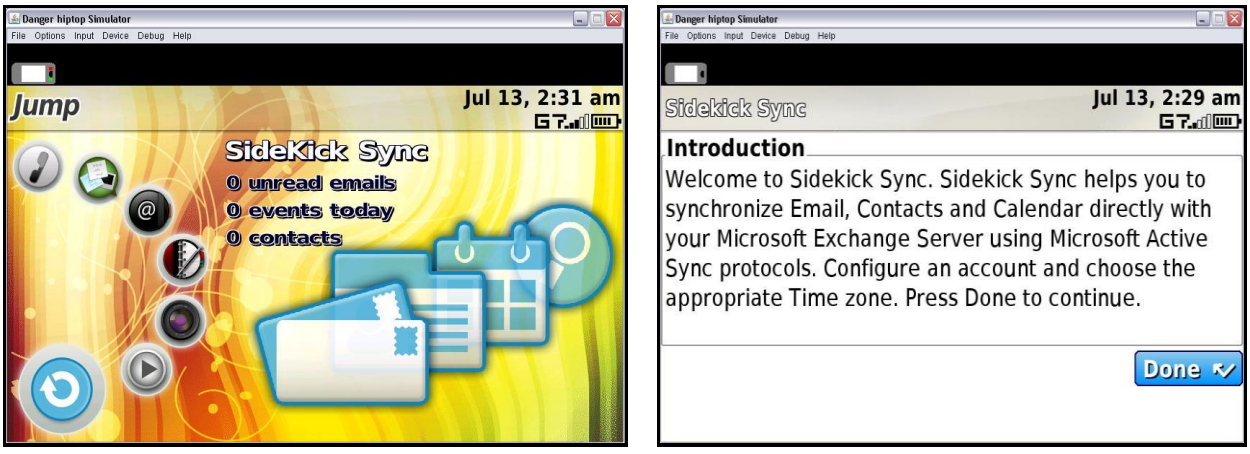
Danger hiptop Simulator
File Options Input Device Debug Help
Jump
Jul 13, 2:31 am
SideKick Sync
0 unread emails
0 events today
0 contacts
Danger hiptop Simulator
File Options Input Device Debug Help
Sidekick Sync
Jul 13, 2:29 am
Introduction
Welcome to Sidekick Sync. Sidekick Sync helps you to synchronize Email, Contacts and Calendar directly with your Microsoft Exchange Server using Microsoft Active Sync protocols. Configure an account and choose the appropriate Time zone. Press Done to continue.
Done

Figure: Introduction Screen

2. USING SIDEKICK SYNC

Once Sidekick Sync is installed and configured, you will be asked to choose the folders that you want to synchronize (contacts, calendar, email, or all). Every device containing the Sidekick Sync application that wants to synchronize information with the MS Exchange server, must establish a partnership with the MS Exchange server. After an initial device identification and handshake, the device is allowed to synchronize with the server. This partnership is active till the Administrator removes the device from the partnership or as decided by the Device Policy settings administered on the server.

Based on your choice of folders to be set up for synchronization, the application will establish a partnership with your MS Exchange® Server, start the synchronization and download your Contacts, Calendar and Email data on to your device.

The first synchronization will bring in all the data (up to a limit as supported by the device) from your MS Exchange® Contacts, Calendar and Email on to your device which may take slightly longer based on the amount of information that you may have. Once the initial synchronization is successfully completed, the data on your MS Exchange Server® account and your device are in sync with each other. All subsequent synchronizations will only bring in the latest changes that may have occurred to your Email, Contacts or Calendar data.

Sidekick Sync provides a 'Direct Push' technology that allows any new change to your MS Exchange Server® email, contact or calendar data to be '**Pushed'** to the device in real time. You need not login to your account frequently to check for new mails, calendar or contact information; instead Sidekick Sync will bring in all the latest information to your device and also provide you with intimation about the Calendar event or Email on your device.

In case you don't want to have the 'Direct Push' enabled, then you may use the 'Scheduled Push' option that will allow you to set the time interval at which you want the application to check for new information on the server and then synchronize with the MS Exchange Server® to retrieve that information, saving precious airtime. At the scheduled time the application will launch automatically and start the synchronization. If no changes are detected, Sidekick Sync will sleep until the next schedule is due to be triggered.

3. DEVICE REQUIREMENTS

3.1 Memory Requirements

Free shared memory (also called application memory): **at least 2MB**

Heap memory: at least **3 MB**

3.2 Keys used

This manual makes references to function keys such as the *Select/OK* key, *Back and CLR* key. While mobile phone manufacturers have attempted to standardize on key definition and location, there remains some variation between handsets. Sidekick Sync uses the following keys to perform the functions:

3.3 Power/End Key (usually red)

This may be used to exit Sidekick Sync, although it is not the recommended method. Shutting the cover on a clamshell style mobile phone has the same effect.

3.4 Up, Down, Left, Right Keys (Arrow keys)

These keys are used to move the cursor or to scroll through options/ menu items. These keys are usually clearly marked with arrowheads on the handset.

3.5 Clear Key (CLR)

CLR key is usually a hard key (a labeled key on the key pad). Used for deletion in text entry mode. CLR key may also be used to cancel action initiated by the user during **"Sidekick Sync is working"** animation. CLR Key on each of the submenu items like Calendar or Email will navigate back to the Sidekick Sync Main menu.

3.6 Back Key

Back key is usually a soft key (definition on screen). This is used to navigate to the previous screen.

3.7 Select/OK Key

May be a hard key (a labeled key on the key pad) or a soft key (definition on screen). A hard key is usually located in the middle of the arrow keys and identified with unique color and/or symbol.

4. APPLICATION SETUP

4.1 Setting up Sidekick Sync on your device

1. Find and launch Sidekick Sync. At the Welcome screen, press *Ok*, to continue.

2. Sidekick Sync will automatically be installed on the Device

3. Next, you must create an account associated with your Microsoft Exchange server by entering the following information:

    - ***Server Address:*** Enter the MS Exchange® Server address for e.g. exchange.yourcompany.com
    - ***SSL***: Check the box if your server is SSL enabled
    - ***User Name***: Enter your Username (as on your MS Exchange Server® account)
    - ***Password:*** Enter your password (as on your MS Exchange Server® account)
    - ***Domain***: Enter the domain for your MS Exchange Server®
    - ***Email Address***: Enter the email address of your MS Exchange® account
    - ***Time Zone***: Select the appropriate time zone
    - Pressing '***Done'*** will initiate a connection with your server and the Server Policy is retrieved. Based on the Server policy, you will be prompted for a PIN to be entered. Enter an appropriate PIN.

    Note: In case the Server policy does not require a PIN, then the PIN entry screen will not be displayed.

4. With your account established and your PIN selected, the configuration process is complete.
5. By default, Direct Push and Periodic Sync are enabled with the following settings:
    - Direct Push: Active from 7 am to 6 pm – All Weekdays
    - Periodic Sync:
        - Active from 6 pm to 11 pm at ½ hourly intervals – All Weekdays and Weekends
        - Active from 11 pm to 5 am the next morning at 1 hr intervals – All weekdays.

6. **Congratulations!** You've now created a Sidekick Sync account and ready to synchronize with your MS Exchange account. Press *OK to* begin your first Synchronization. Once the Synchronization is completed successfully, you will be navigated to the Main Menu

    Note: Ensure that you provide the correct credentials when setting up your account. If you still continue to face problems with setting up your account or if you do not have the required server information, consult your IT department for the same.

The following screenshots in Figure 1, from the application will guide you through the account set up process. The screenshots below indicate the settings for the **Server address, SSL, User Name, Password, Domain, Email address and Time Zone.**

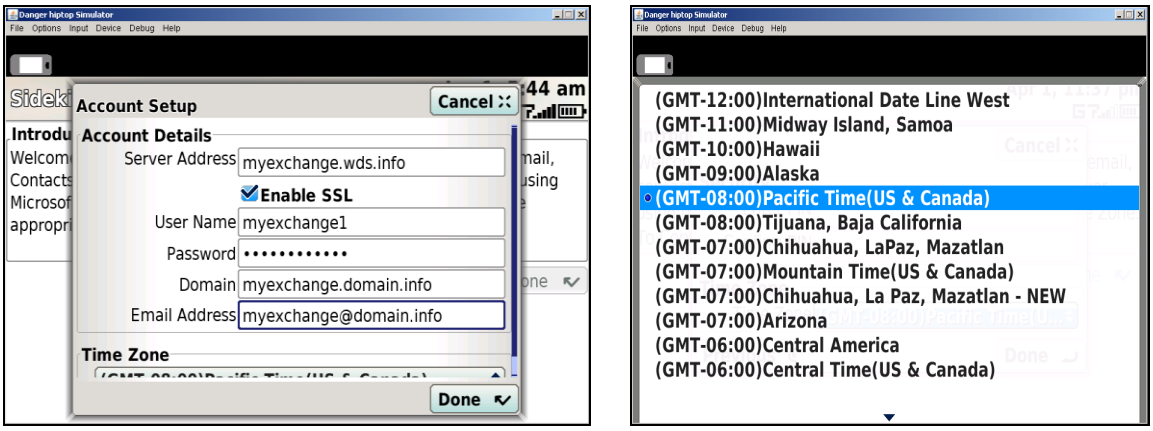

Figure 1: Account Setup and Time zone

4.2 Device Security and Policy

4.2.1 PIN

Once your account has been set up, you are ready to synchronize your Device information with the MS Exchange Server®. MS Exchange enforces device security policies that might make it mandatory to enter a PIN for application security. The Server policies will also define how often user must be prompted for the PIN.

Enter a PIN (as recommended) of your choice and confirm PIN. Click on 'Save' to complete. The navigation screens are shown below.

Figure 2: PIN entry

The ***PIN entry mode***, ***length, complexity***, ***number of incorrect PIN entry attempts allowed***, and ***Device idle timeout*** (only for MS Exchange Server® 2007) can be controlled by the MS Exchange Server® Administrator. Based on the Device Policy settings from the Server, at the time of synchronization with the MS Exchange Server®, the application will update the Policy settings from the server. If the Policy settings require an Alpha numeric PIN entry and requires a minimum length, then the same would be prompted to the User to change the PIN settings in accordance with the Device Policy settings on the Server. During subsequent synchronizations the Policy settings are always updated from the server and then imposed on the client. User must enter the PIN in the specified format (in accordance with the Device Policy settings) for access to the application. If the PIN is incorrectly entered for the specified number of times (as specified by the server) then the application will initiate a local data wipe and proceeds to wipe off all Contact, Calendar and Email information from the Device.

Note: Consult your IT department for complete information on the Policy settings on your MS Exchange Server®

4.2.2 Data Wipe

Device management is available to users of MS Exchange Server® 2007 whereas for the MS Exchange Server® 2003, this feature is available only to the MS Exchange Server® administrator. Sidekick implements the following Data wipe directives:

1. Remote Data Wipe

To protect your device from unauthorized use and access to sensitive Contact, Calendar and Email information especially when the Device is lost, MS Exchange provides a **Remote Data Wipe** feature that allows an Administrator/user to setup a device for data wipe remotely from the MS Exchange Server®. The Administrator/user first identifies the device that must be set up for data wipe on the Administrator console of MS Exchange Server®. Then the Administrator/user chooses the particular device and issues a *Remote Data wipe* directive. As soon as the Administrator/user issues the *Remote Data Wipe* directive, the MS Exchange Server® will first remove that device from the partnership, and then modify the Policy settings. During the next synchronization request from the Device, the MS Exchange Server® will direct the device to update its Policy settings on account of a change since the last synchronization. The device would then proceed to update the Policy settings during which it encounters a *Remote Data wipe* directive from the MS Exchange Server®. The Sidekick Sync application would then proceed to "**Wipe Off**' all the Application Contacts, Application Calendar and Email information stored on the Device. Once the device information has been successfully wiped off, the application will send an acknowledgement to the MS Exchange Server® after which the device will simply terminate the connection with the server. The subsequent synchronizations from a device that has been wiped of all information will continue to fail. The MS Exchange Server® will update the device administration settings with a successful data wipe for the particular device.

2. Data wipe on failed PIN attempts

Based on the Server Policies, Sidekick allows a fixed number of PIN attempts on the device. When a user exceeds the number of attempts allowed for the PIN, Sidekick sync will wipe off all application contact, calendar and email data from the device. The user is displayed with a warning message after the first few attempts and again on the last attempt, indicating that data wipe is going to be carried out, if the user enters a wrong PIN one more time. User is also provided with an option to reset the PIN.

4.2.3 PIN Reset

User is also provided with an option to reset the PIN. When the warning message is displayed on the last attempt to the user, that data wipe is going to be effected, an option for PIN reset is also displayed alongside. On choosing Yes for PIN reset, user is navigated to a page that prompts user to enter the MS Exchange account password. If the user enters the correct MS Exchange password, then user will be allowed to enter a new PIN in place of the old PIN and prompted to confirm the new PIN. The PIN will then be reset.

4.2.4 Device Policy

Sidekick Sync enforces the following exchange server policies on the device:

- Alphanumeric PIN Required: Controls the access to the Application using a PIN to identify the user
- Minimum Password Length: Defines the minimum length of the PIN that must be entered by the user
- Remote Data Wipe: Implements the device data wipe feature on a Remote wipe directive.
- Maximum PIN failed attempts: Implements the device data wipe feature on user exceeding the maximum number of PIN attempts allowed.
- Max Attachment size: Controls the maximum size of the attachments that can be downloaded to the device from the MS Exchange server.

5. HOME PAGE

The Home Page or the Main Menu of Sidekick Sync provides you options on a GRID view. The following options are displayed:

1. **Email**
2. **Contacts**
3. **Calendar**
4. **Sync**
5. **Corporate Contacts** (also known as the Global Address List)
6. **Help**

The Home Page or the Main Menu of Sidekick Sync is shown in the figure 3 below:

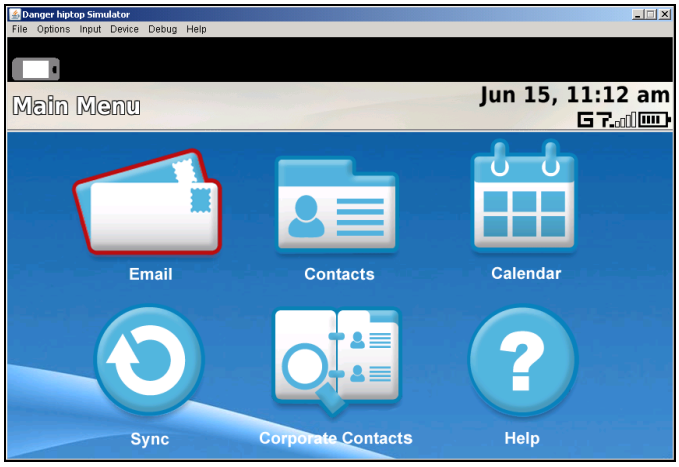

Figure 3: Home Page

Clicking on Email icon navigates you to the Inbox screen of the application with the latest 100 emails displayed.

5.1 Email

Email option on the Main menu of Sidekick Sync allows you to synchronize emails from your MS Exchange® server to the device. Sidekick Sync will synchronize and store up to 100 latest emails from your MS Exchange® mail account.

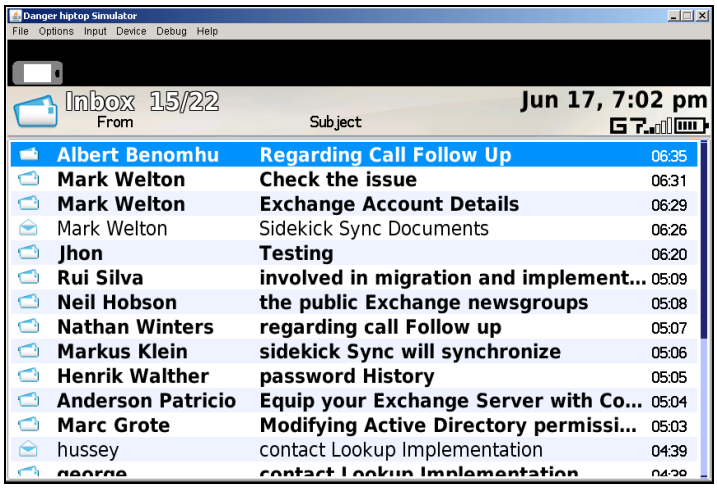
Danger hiptop Simulator
File Options Input Device Debug Help
Inbox 15/22
From
Subject
Jun 17, 7:02 pm
Albert Benomhu Regarding Call Follow Up 06:35
Mark Welton Check the issue 06:31
Mark Welton Exchange Account Details 06:29
Mark Welton Sidekick Sync Documents 06:26
Jhon Testing 06:20
Rui Silva involved in migration and implement... 05:09
Neil Hobson the public Exchange newsgroups 05:08
Nathan Winters regarding call Follow up 05:07
Markus Klein sidekick Sync will synchronize 05:06
Henrik Walther password History 05:05
Anderson Patricio Equip your Exchange Server with Co... 05:04
Marc Grote Modifying Active Directory permissi... 05:03
hussey contact Lookup Implementation 04:39

Figure 4: Inbox page

Clicking on an Email will take you to your email Inbox page that displays the headers of the emails from your Inbox. Pressing the Ξ will bring up the following options menu:

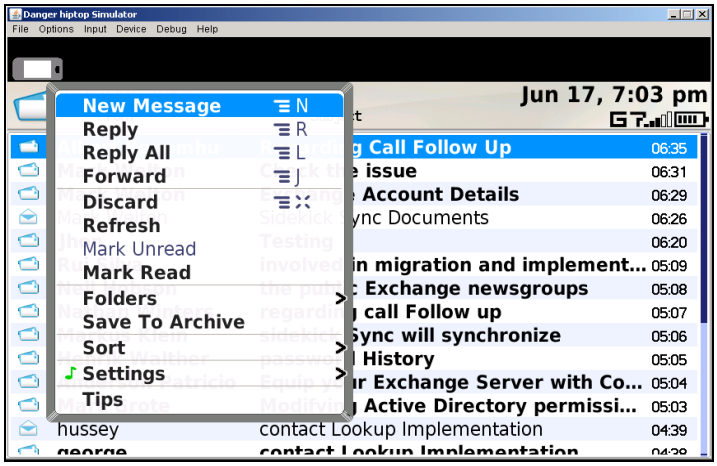

Figure 5: Inbox page showing options

New Message: Clicking on this option will bring up the compose mail screen that allows you to compose a new mail and add recipient addresses to it before sending it. Pressing the Ξ will bring up the following options as shown in Figure 6:

Search Outlook Contacts: Clicking on Search Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields

Groups:-You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then 'Empty' will be displayed.

Send: Use the Send option to send the mail to the destination.

Save as Draft: Use this option to save the composed mail to the Drafts folder for sending to later.

Add To: Allows you to add additional To field to enable adding more email ids

Add Cc: Displays the Cc field where recipient email ids can be entered. The Cc text entry field is not displayed during the initial view of the Compose Screen.

Add Bcc: Displays the Bcc field where recipient email ids who must be blind carbon copied, can be entered. The Bcc text entry field is not displayed during the initial view of the Compose Screen.

Discard Edit: Allows you to discard the composed mail and return to previous view.

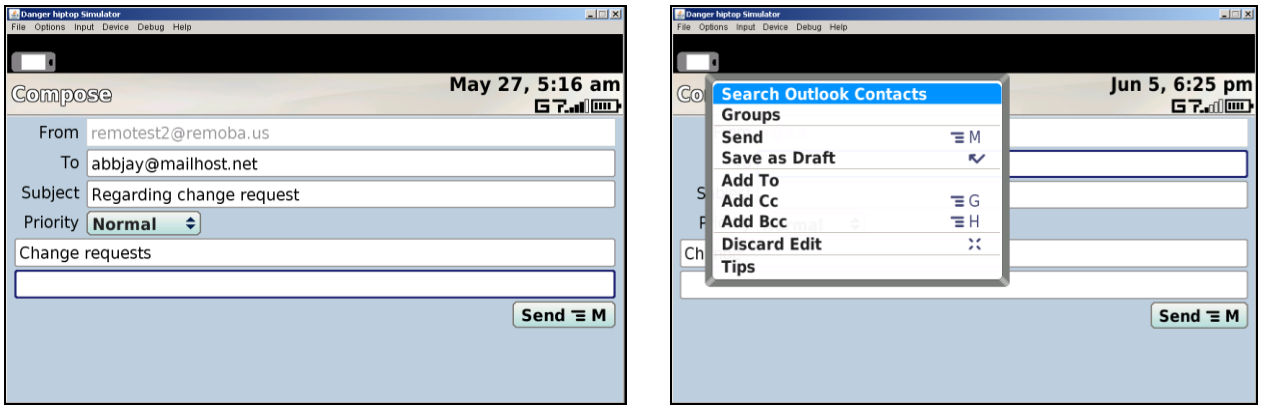

Figure 6: Compose new mail and Options

Reply: to Reply to an incoming mail. You will be presented with the Reply screen with the To field (Cc and Bcc if available) populated with the sender's email address. If you wish to edit the downloaded message before forwarding the same, you may do so by checking 'Edit Downloaded message' check box. See figure 7 below. Once done, use the Send button to send the mail. The original message will be appended to the edited mail at the server before being sent to the destination. You can also add a signature to the outgoing mail.

Reply all*:* to send replies to all recipients of the mail. You will be presented with the Reply All screen with the To, Cc and Bcc fields populated with the email address of the Sender and Cc and Bcc recipients. If you wish to edit the downloaded message before forwarding the same, you may do so by checking 'Edit Downloaded message' check box. See figure 7 below. Once done, use the Send button to send the mail. The original message will be appended to the edited mail at the server before being sent to the destination. You can also add a signature to the outgoing mail.

Forward: to forward mails to the desired destination email address. You will be presented with the Forward Mail screen where you can enter email addresses in the To, Cc and Bcc fields and a message in the mail body. If you wish to edit the downloaded message before forwarding the same, you may do so by checking 'Edit Downloaded message' check box. See figure 7 below. Once done, use the Send button to send the mail. Checking the 'Include Original Message' will append the original message body to the edited mail at the server before being sent to the destination. You can also add a signature to the outgoing mail.

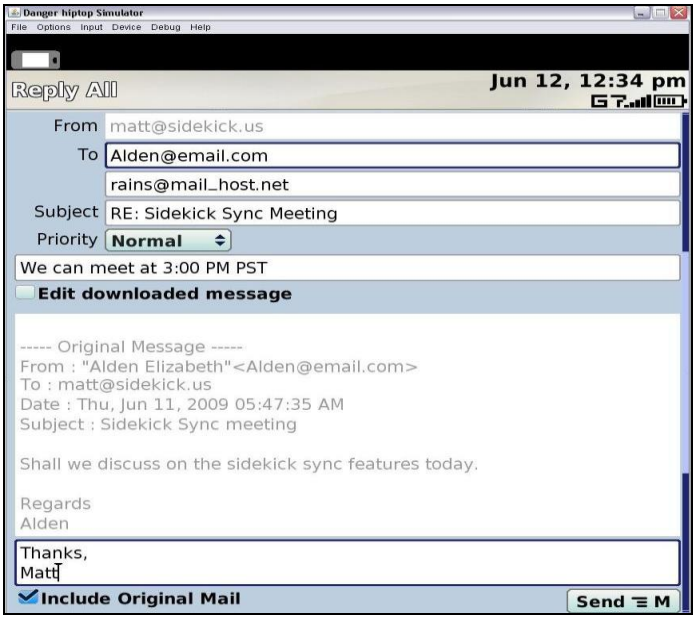

Figure 7: Reply, Reply All and Forward

Discard: Use discard option to delete a mail***.*** This will delete the mail on the Device and the same will be deleted on the server during the next synchronization.

Refresh: to refresh the inbox view. Any new mails that would have arrived in the meanwhile would be displayed.

Mark Unread: Use this option to change the status of emails to 'Read' from 'Unread'. This status is reflected on the server mails also

Mark Read: Use this option to change the status of emails to 'Unread' from 'Read' status. This status is reflected on the server mails also

Folders: The Folders option contains the following sub options as shown in Figure 8:

> ***Server Folders:*** Displays a list of all the server folders. You can navigate to any folder by clicking on the folder to view its contents. Inside the server folder pressing the Ξ will bring up the following options as shown in figure below:
>
> > ***View Mails***: This option will allow you to view the mails in a particular folder
> >
> > ***View Subfolders:*** Use this option to view subfolders within a folder
> >
> > ***View Root Folder:*** Helps you to navigate back to the Root folder from a subfolder.
> >
> > ***Back:*** Navigates you back to the previous screen.

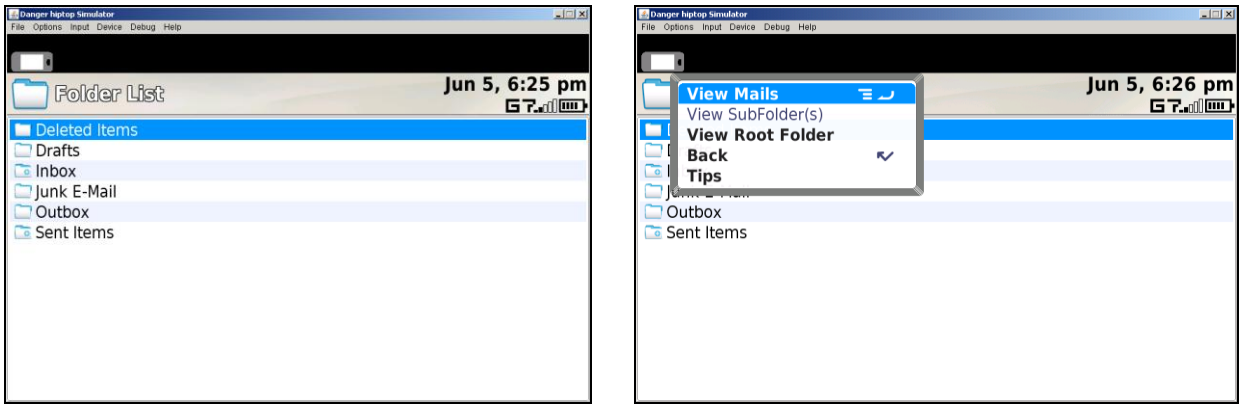

Figure 8: Server folders

The following folders are created by the application on the device be default after an account is configured. These are local folders and email information in these folders is available for offline viewing up to the specified limits.

Drafts: The Draft folder can be used to temporarily save the drafted mails to be sent later. This is a local folder. Pressing the Ξ will bring up the following options:

Edit: Allows you to edit the mail in the Drafts folder before being sent

Send: Use this option to send the mail.

Delete: Deletes a particular mail from the Drafts folder

Delete All: Deletes all mails from the Drafts folder.

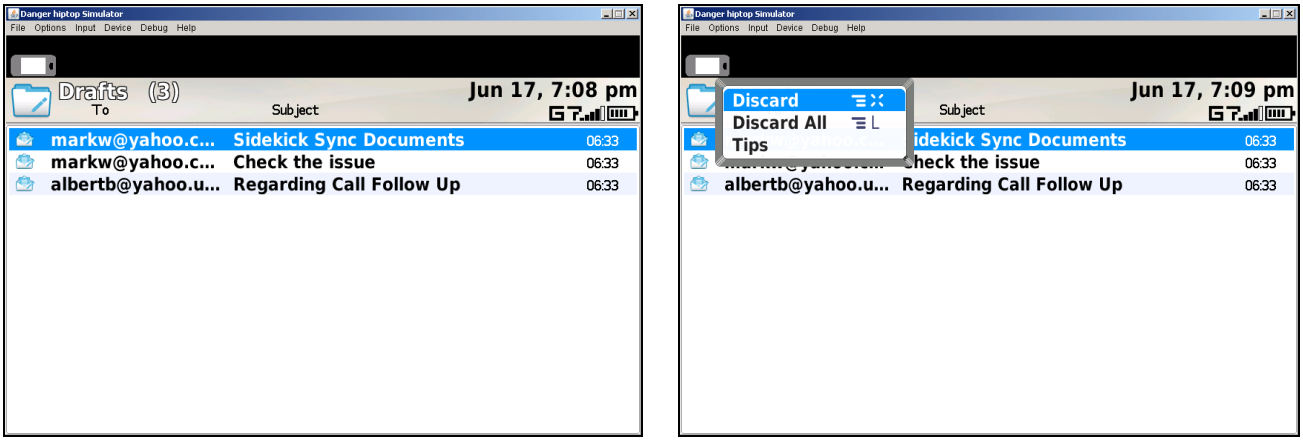

Figure 9: Drafts folder with options

Outbox: Stores the unsent mails, or mails which failed to be sent from the application. You can also edit the mails present in the Outbox. Pressing the Ξ will bring up the following options:

Discard: Use this option to discard the selected mail.

Discard All: Use this option to discard all the mails from the Outbox folder.

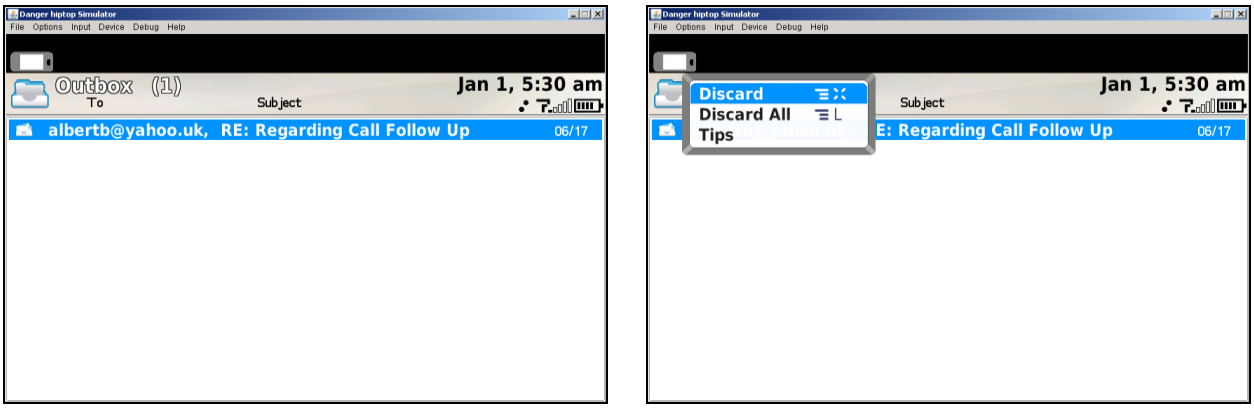

Figure 10: Outbox folder with options

Deleted Items: Contains the message deleted on the device. During the next synchronization mails present here will be moved to the "Deleted items" folder on the Exchange server. Pressing the Ξ will bring up the Undo option that will allow undoing the previous action if any.

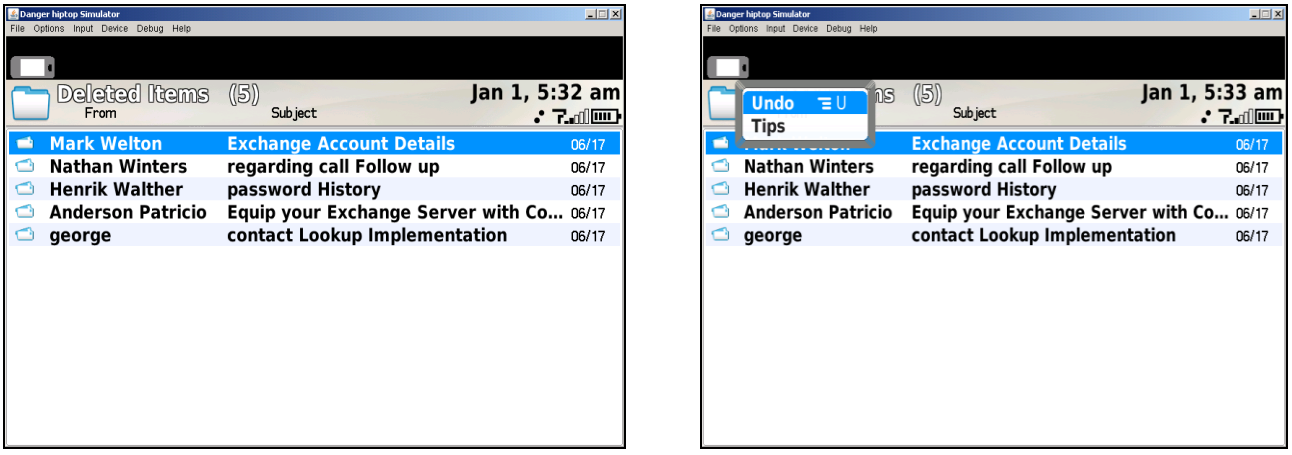
Deleted Items (5)
From
Subject
Jan 1, 5:32 am
Mark Welton Exchange Account Details 06/17
Nathan Winters regarding call Follow up 06/17
Henrik Walther password History 06/17
Anderson Patricio Equip your Exchange Server with Co... 06/17
george contact Lookup Implementation 06/17
Undo U
Tips
Jan 1, 5:33 am

Figure 11: Deleted Items folder with options

Search Mails: enables you to search for particular mails in the INBOX or in any one particular folder or through all folders. You may enter your search criteria in the following manner:

Start Date: Specify the Start date from which the mails have to be retrieved.

End date: Specify the End date from which the mails have to be retrieved.

Search Text*:* Specify the search text.

Search In*:* Specify the Parent folders to search in – Drafts, Outbox, Inbox or Custom folders.

Search in Sub folders*:* Specify if the search must include subfolders by toggling between ***YES/NO***

Reset: This will clear the previously entered search parameters and allows you to enter new search parameters.

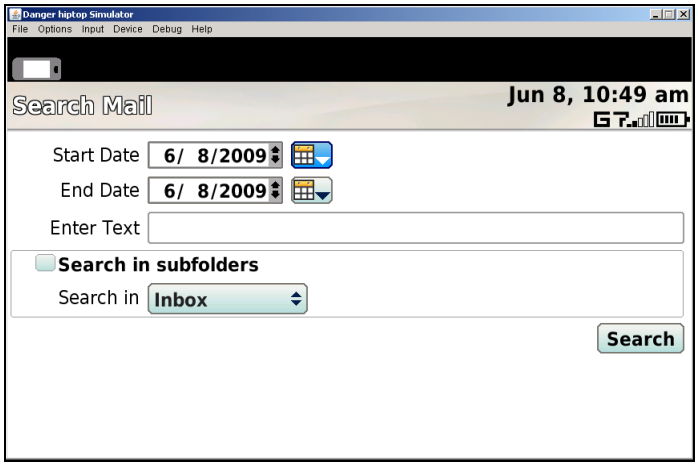

Figure 12: Search mail

The matching search results will be displayed with an option to navigate to the Next/Previous pages. Pressing the Ξ will bring up the following options:

Reply: Use this option to reply to the sender of the mail from the 'Search Results page'

Reply All: Use this option to reply to all recipients

Forward: Use this option to forward the mail to the desired recipients.

Home: This will navigate you to the Main Menu of the application.

Save to Archive: This allows you to download and store mail on the device for later viewing. . You can store up to 10 emails in the archive folder. Pressing the Ξ will bring up the following options:

Reply: to Reply to an incoming mail

Reply All: to send replies to all recipients of the mail

Forward: to forward a mail.

Email Header: to view the full details of the mail like all email addresses, time etc

Save Email Id: This option allows you to save email addresses from incoming mails directly to the handset's native PIM.

Delete: Deletes a particular mail from the Archive.

Delete All: Deletes all mails from the Archive.

Sort: Allows you to sort the display window in any of the following order as shown in figure 13:

Newer at Top: Sorts and displays the Email headers screen with the latest email on top.

Older at Top: Sorts and displays the Email headers screen with the oldest email on top.

Subject A – Z: Display is sorted by alphabetical order of Subject.

Subject Z – A: Display is sorted by reverse alphabetical order of Subject.

From/To A – Z: Display is sorted by alphabetical order of the 'From' or the 'To' fields.

From/To Z – A: Display is sorted by reverse alphabetical order of the 'From' or the 'To' fields.

Larger at Top: Display is sorted by size with the largest mail by size on top..

Smaller at Top: Display is sorted by size with the smallest mail by size on top.

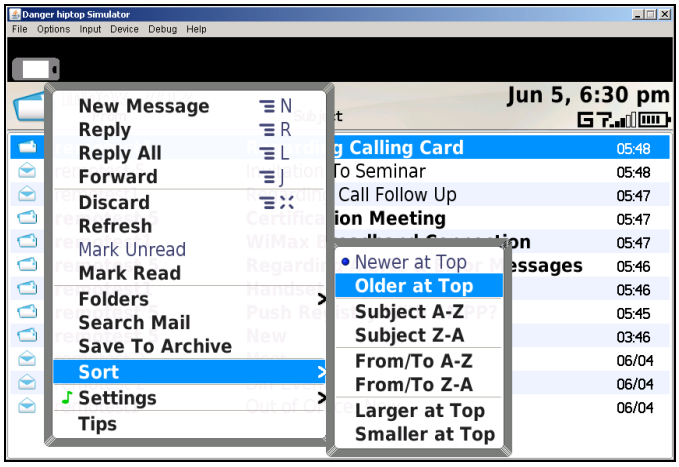

Figure 13: Sort options

Settings: Allows you to personalize your email synchronization using the options:

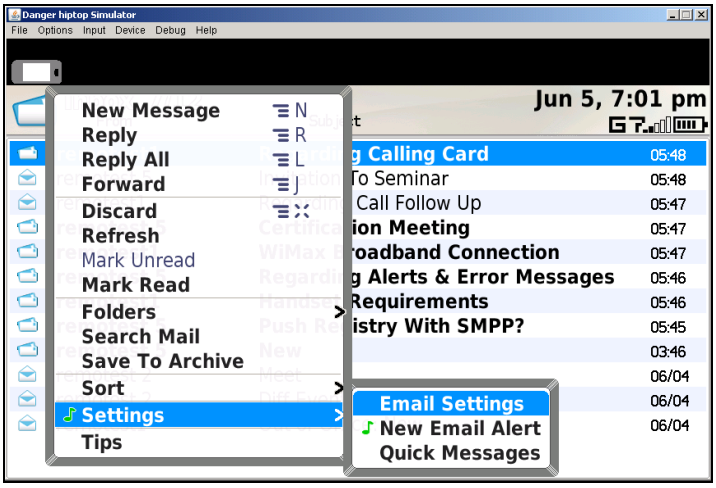

Figure 14: Settings options

***Email Settings*:** Allows you to synchronize your mails from last 1 day, 3 days or mails from the past 1 week using the following radio button options:

One day: Synchronizes only those emails that are 1 day old

3 Days: Synchronizes emails that are up to 3 days old

1 week: Synchronizes emails that are up to a week old

Preferences: Allows you Save all Mails sent from the Device to the 'Sent Items' folder on the Exchange server.

Clicking on '*Save'* will apply the designated settings and during subsequent synchronizations only mails from the 'previous day' or the last '3 days' or for the past '1 week' will be synchronized to the device.

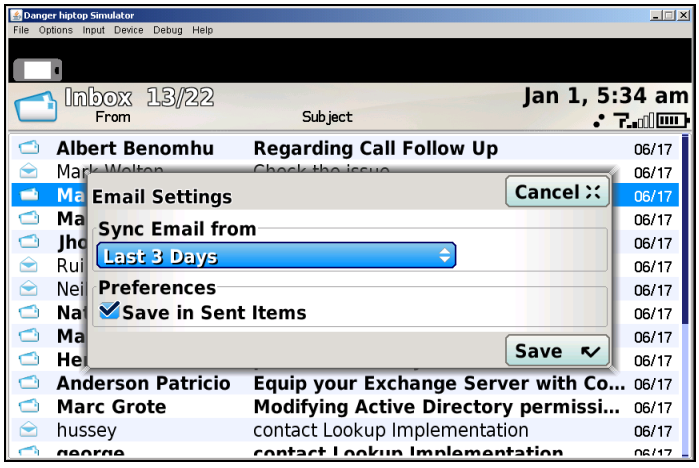

Figure 15: Email Settings

New mail Alert: Allows you to choose how you wish to be alerted when new emails arrive in your inbox. You may choose from the available ringtones on the device which will be played on new mail arrival.

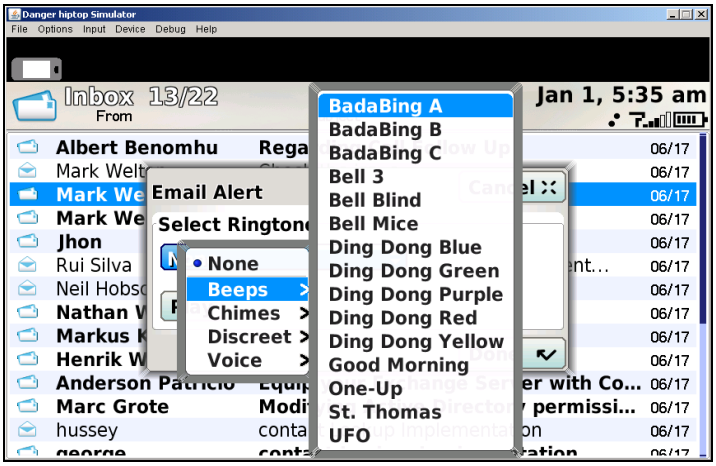

Figure 16: Ringtone alerts for new email

Quick Messages: This allows you to create message reply templates that can be used add cryptic responses to your outgoing mails. You can store up to a maximum of 30 quick messages, and can be added to the Subject or the Mail body. Pressing the Ξ will bring up the following options as shown in figure 17 below:

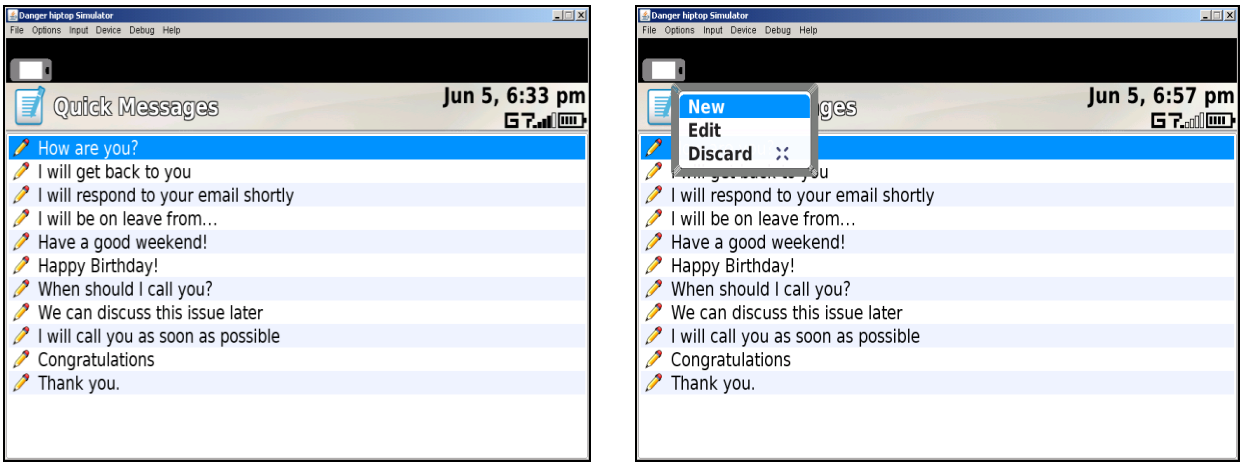

Figure 17: Quick message page with options

New: Allows you to create a new message template. Enter the required text and save by clicking on 'Done'.

Edit: Allows you to modify an existing quick message template from the list.

Discard: Discard a quick message using the Discard option

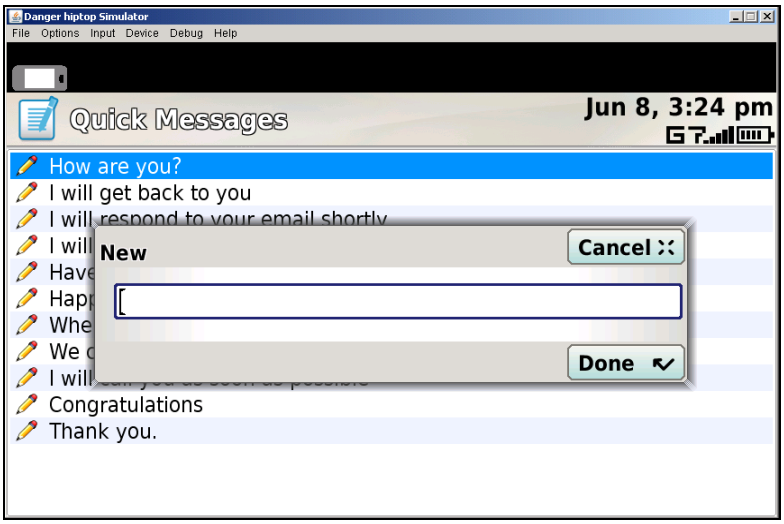

Figure 18: Create a New Quick message

Clicking on the Header of the mail, will navigate to the '**Read Mail'** screen. This contains the details of the email – From, Subject, Body etc.

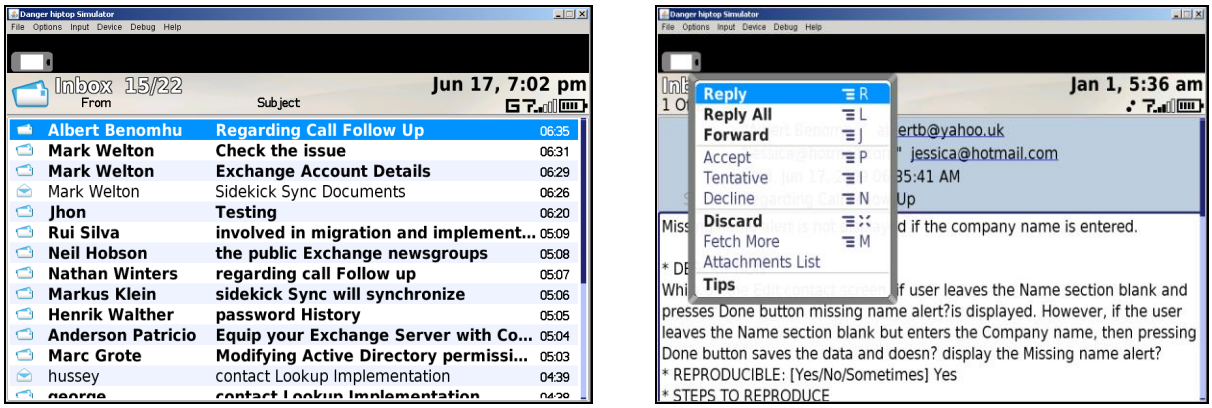
Inbox 15/22
From
Subject
Jun 17, 7:02 pm
Albert Benomhu Regarding Call Follow Up 06:35
Mark Welton Check the issue 06:31
Mark Welton Exchange Account Details 06:29
Mark Welton Sidekick Sync Documents 06:26
Jhon Testing 06:20
Rui Silva involved in migration and implement... 05:09
Neil Hobson the public Exchange newsgroups 05:08
Nathan Winters regarding call Follow up 05:07
Markus Klein sidekick Sync will synchronize 05:06
Henrik Walther password History 05:05
Anderson Patricio Equip your Exchange Server with Co... 05:04
Marc Grote Modifying Active Directory permissi... 05:03
hussey contact Lookup Implementation 04:39
Reply R
Reply All L
Forward J
Accept P
Tentative I
Decline N
Discard
Fetch More M
Attachments List
Tips
Jan 1, 5:36 am
jessica@hotmail.com
if the company name is entered.
presses Done button missing name alert?is displayed. However, if the user
leaves the Name section blank but enters the Company name, then pressing
Done button saves the data and doesn? display the Missing name alert?
* REPRODUCIBLE: [Yes/No/Sometimes] Yes
* STEPS TO REPRODUCE

Figure 19: Inbox page with options

Pressing the Ξ will bring up the following options:

Reply: to Reply to an incoming mail

Reply All*:* to send replies to all recipients of the mail

Forward: to forward a mail. This will open up the Compose mail screen where you have to enter the recipient addresses in the To, Cc and Bcc fields and the body content. Pressing OK will send the mail via the MS Exchange Server® which in turn will attach the body of the original mail before sending it to the destination*.*

Accept: Use this option to *accept* a Meeting Request

Tentative: Use this option if your attendance is *tentative* or not sure

*** Decline**: Use this option to *decline* the meeting invitation

[* applicable to meeting request emails only. These options are disabled for regular emails]

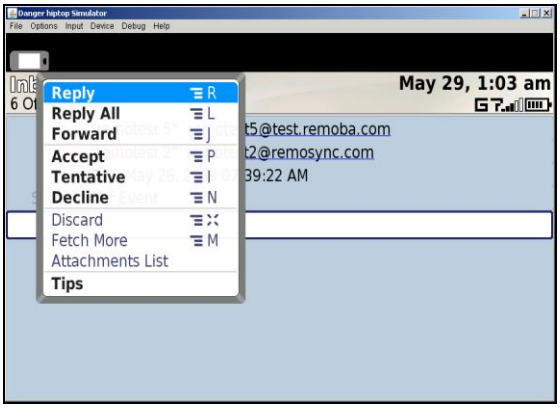

Figure 20: Meeting email options

Discard: Use this option to delete the current mail.

Fetch More: Usually 2 KB of mail body is fetched each time. Using this option you can fetch the next part of the mail body

Attachments List: Displays a list of all attachments associated with an email. Pressing the Ξ will bring up the following options:

Fetch: Allows you to fetch the desired attachment. The attachment is displayed in the View window

Back: Navigates back to the previous screen

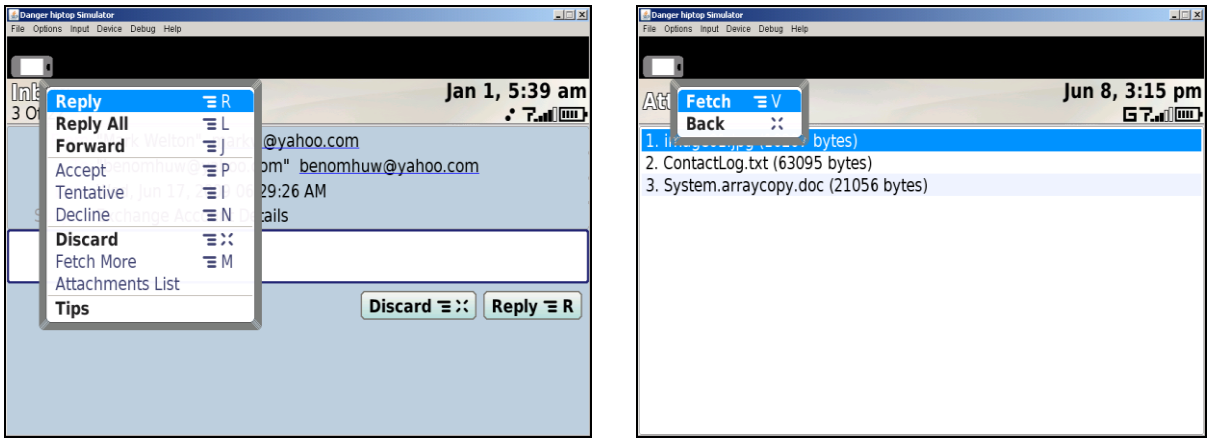

Figure 21: Attachments and Options

The Attachment view window is displayed below in Fig 21.

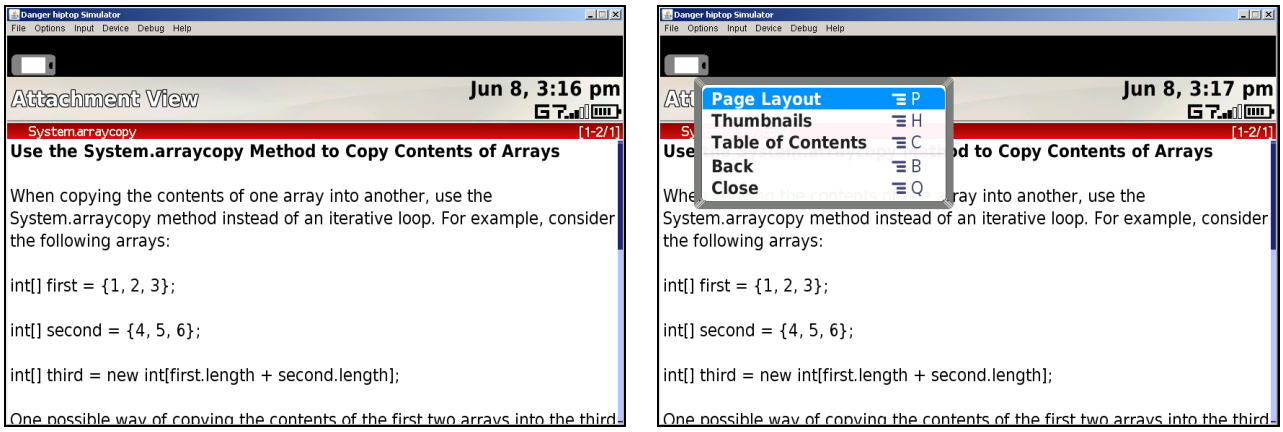
Attachment View
Jun 8, 3:16 pm
System.arraycopy
[1-2/1]
Use the System.arraycopy Method to Copy Contents of Arrays
When copying the contents of one array into another, use the System.arraycopy method instead of an iterative loop. For example, consider the following arrays:
int[] first = {1, 2, 3};
int[] second = {4, 5, 6};
int[] third = new int[first.length + second.length];
Page Layout P
Thumbnails H
Table of Contents C
Back B
Close Q
Jun 8, 3:17 pm

Figure 22: Page Layout view of attachment

Pressing the Ξ will bring up the following options:

Page Layout: Allows you to view the attachment in the original page layout view. It suppresses spaces and other non-required formats

Thumbnails: Provides a thumbnail view of the attachments associated with a particular mail. You can navigate through the thumbnail images and click one to view the details.

Table of Contents: Displays the page information or the table of contents for the selected attachment. In case of larger attachments, spanning across several pages, it is cumbersome to navigate through the pages sequentially to get to the target page. In such cases, one can choose to view the table of contents and then jump to a specific page of the attachment, which saves time.

Back: Navigates back to the previous page

Close: Closes the attachment window and navigates back to the Email screen

Figure 23: Attachments – Thumbnail view

Sidekick Sync supports viewing of the following attachment formats:

1. .txt
2. .jpeg
3. .jpg
4. .png
5. .gif
6. .bmp
7. .tif
8. .pdf
9. .csv
10. .doc
11. .xls
12. .docx
13. .xlsx
14. .pptx

5.2 Contacts

Selecting *Contacts* will navigate to the Contacts function. You will be first navigated to the Contact List view with all the Contacts from the application's address book displayed.

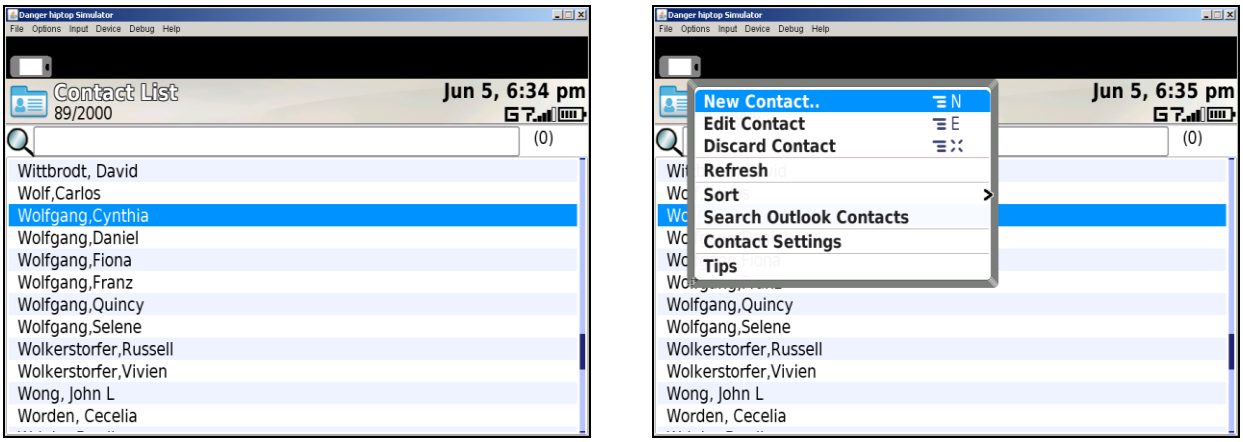

Figure 24: Contacts with the options page

Pressing the ☰ will bring up the following options:

New Contact: The 'New Contact' option allows you to add new contact information to the Application's address book. You can add up to a maximum of 2000 contacts to the address book. Each contact in the application address book supports up to 14 different fields. You can enter Name, Personal information, Phone/Fax numbers, email addresses and IM addresses.

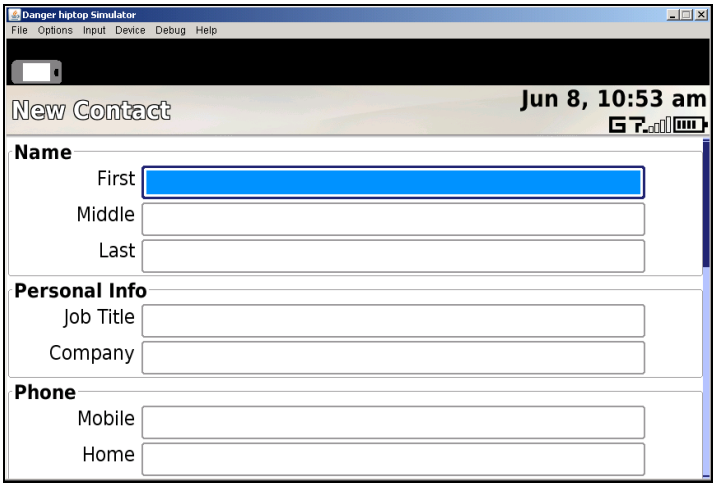

Figure 25: Add a New Contact

Edit Contact: The 'Edit contact' option allows you to edit existing contact information from the Application's address book. Once done, the updated contact information is stored on the Application's address book

Discard Contact: Use this option to delete contact information on the Application's address book.

Refresh: Allows you to refresh the Contact view window while fetching new contact additions or contact updates from the server.

Sort: Allows you to sort the Contact list view by First name, Last name or by Last name, First name.

Search Outlook Contacts: This option is available for MS Exchange® 2007 server only. This allows you to search for contacts from your MS Exchange® account. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated. The matched contacts will be displayed in alphabetical order spanned across pages. Pressing the Ξ will bring up the 'Details' option that allows you to view the complete details for that particular contact, with a 'More details' option to fetch further details that were not displayed in the first view. From the details page, pressing the Ξ will bring up the following options:

Call: Pressing on this option while the focus is on one of the displayed Phone numbers will place a voice call on that contact Phone number.

Send Text Message: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send a text message (SMS) to the desired number.

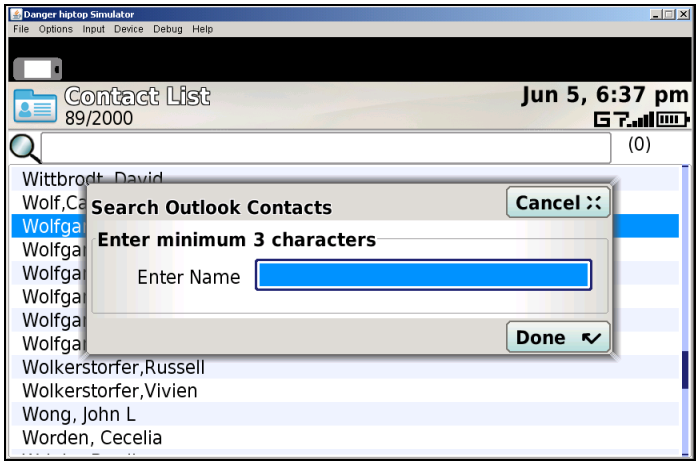

Figure 26: Contact Search

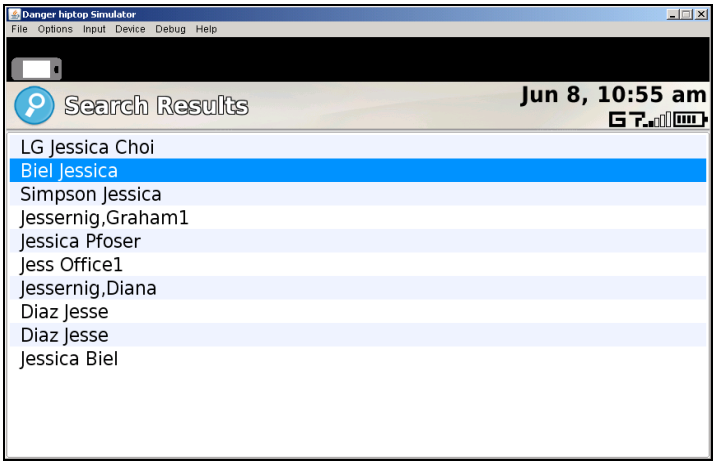

Figure 27: Contact Search Results

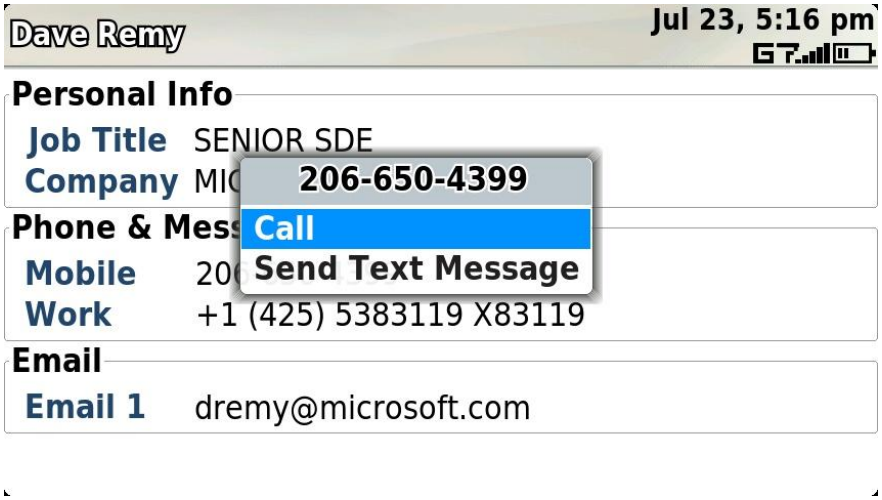

Figure 28: Call or send text message to contact

Contact Settings: Allows you to control the conflict resolution settings for the contact synchronization by choosing from the following options:

Keep Client changes: Choosing this option will ensure that during subsequent synchronization, the Client changes w.r.t. Contacts and Calendar will take precedence.

Keep Server changes: Choosing this option will keep the Server changes and discard client side changes if any, to the same contact or calendar information.

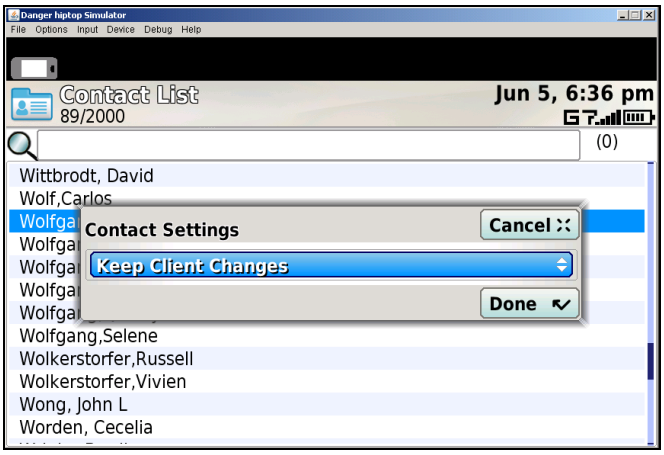

Figure 29: Conflict Resolution Settings

5.3 Calendar

Selecting *Calendar* will navigate you to the Calendar function. You will be first presented with the current day's event view with the Title and the event times of the Calendar events for the day displayed.

:

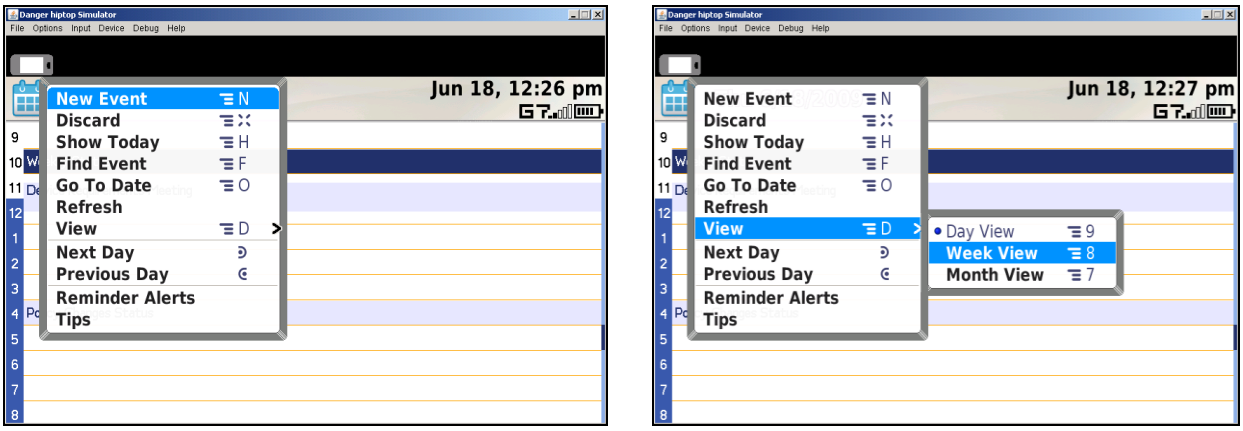

Figure 30: Calendar Options

Pressing the ☰ will bring up the following options:

New Event: This option allows you to add a new calendar event/meeting from your device. The following details would be required for adding a new event:

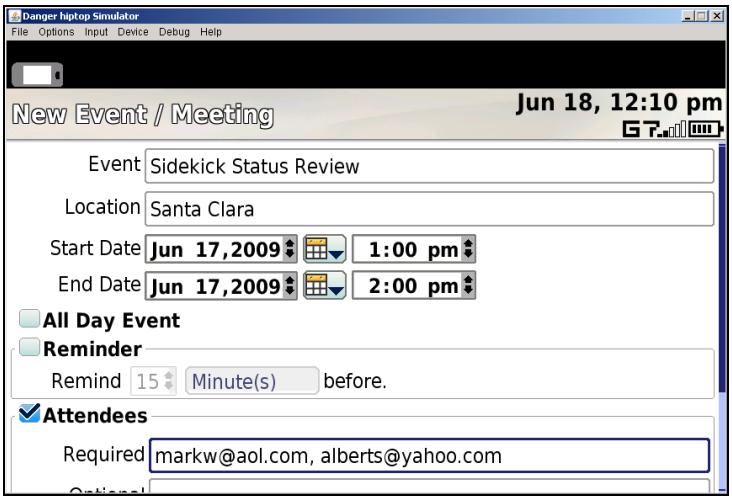

Figure 31: Add event / meeting

Event: Enter a Title for the meeting

Location: Enter the location description for the meeting

Start Date: By default the current day is displayed. You may change it by clicking on the date and then choosing the required date by using the Up/down keys. Use the *Right/Left* keys to navigate to month, day and year

Start Time: Select the Start time for the event/meeting. Use the *Up/down* arrow keys to choose the required time. Use the Right/Left keys to navigate between hours and minutes.

End Date: By default the current day is displayed. You may change it by clicking on the date and then choosing the required date by using the Up/down keys. Use the *Right/Left* keys to navigate to month, day and year.

End Time: Select the Start time for the event/meeting. Use the *Up/down* arrow keys to choose the required time. Use the Right/Left keys to navigate between hours and minutes.

All Day Event: Check this box if it is an all day event.

Reminder: Allows you to set a reminder for the event. Choose how much time in advance you would want to be reminded about the upcoming event as *Minutes, Hours, Days* or *Weeks*

Note: Enter notes if any for the event/meeting

Attendees: By default this is unchecked. Checking this option will term the event as a Meeting event with the following options becoming enabled:

Required: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Required attendees'* list. Pressing the **Ξ** will bring up the following options:

Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed

Contacts: Clicking on Contacts will bring up the contacts list from the Device's address book. You may then choose from the listed contacts to add to the '*Required attendees'* list

Corporate Contacts: Clicking on Global Address List (GAL) Contacts will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the '*Required attendees'* list

Outlook Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Required'* field.

Optional: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Optional attendees'* list. Pressing the **Ξ** will bring up the following options:

Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed

Contacts: Clicking on Contacts will bring up the contacts list from the Device's address book. You may then choose from the listed contacts to add to the '*Optional attendees'* list

Corporate Contacts: Clicking on Corporate Contacts will bring up the contacts list from the MS Exchange's Global Address List. You may then choose from the listed contacts to add to the '*Optional attendees'* list.

Outlook Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Optional'* field.

Resource: Clicking on this option will bring up a screen where you can enter the recipient email addresses for the '*Resource'* list. Pressing the **Ξ** will bring up the following options:

Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed.

Contacts: Clicking on Contacts will bring up the contacts list from the Device's address book. You may then choose from the listed contacts to add to the '*Resource attendees'* list

Corporate Contacts: Clicking on Corporate Contacts will bring up the search screen and prompts the user to enter a search string to search on the Exchange server's Global Address List. You may then choose from the listed contacts to add to the '*Resource attendees'* list.

After the required information is entered, press on 'Done' to automatically save the event on the Server. You may also use the *Left Soft key (LSK)* options to choose to '*Save on Phone'*.

Outlook Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Resource'* field.

Discard: Allows you to delete an event from the application's calendar

Show Today: This will navigate you to the current day's calendar events.

Find Event: Allows you to search for a particular event on the calendar by Title.

Go to Date: Using this option you can navigate to the calendar event of any day/month/year. This option is particularly helpful if you want to jump directly to a particular event/meeting view.

Refresh: This will refresh your local calendar view by initiating calendar synchronization and then displays the calendar data along with recently added events/meetings.

View: Provides options for different calendar views:

Day View: Will navigate you to the current day view.

Week View: Will navigate you to the 'Week view' of your Calendar

Month view: Displays the calendar events for the month.

Next Day: Allows you to navigate to the Next day's calendar view

Previous Day: Allows you to navigate to the previous day's calendar view

Reminder Alert: Allows you to set reminders for your events. You can choose a specific ring tone that will be played as the reminder.

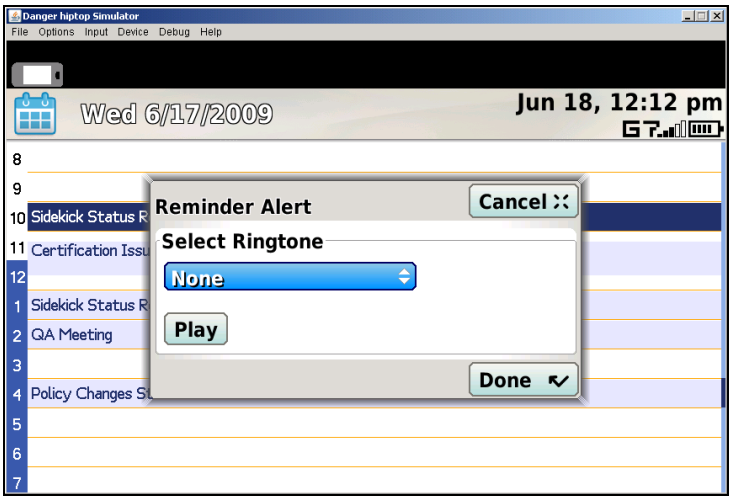

Figure 32: Reminder Alert

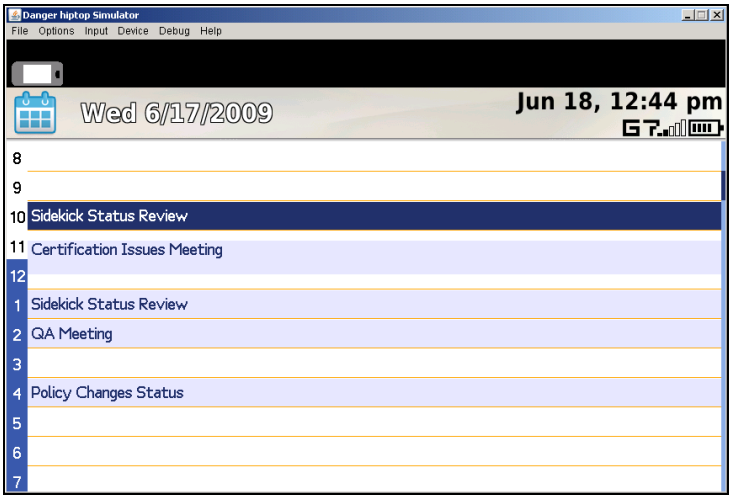

Figure 33: Day view

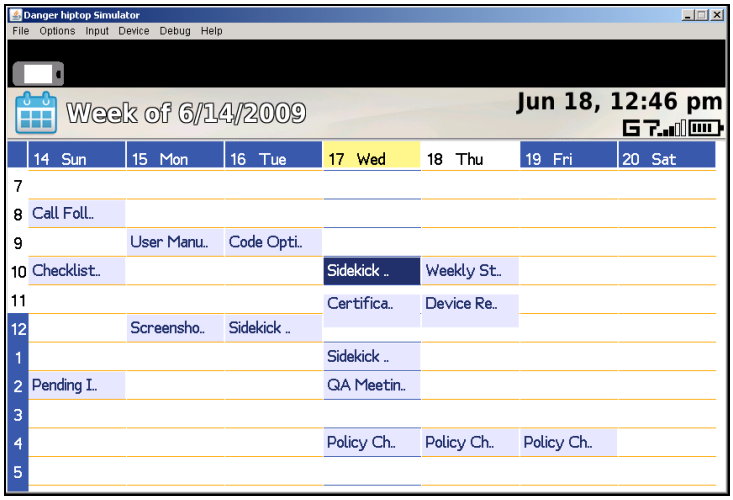

Figure 34: Week view

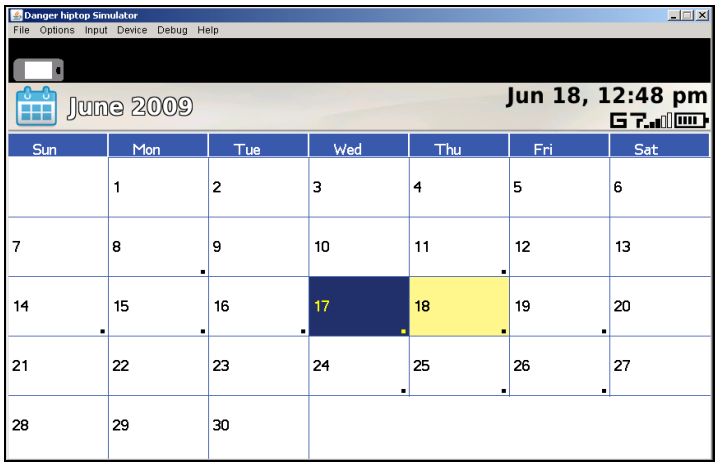
Danger hiptop Simulator
File Options Input Device Debug Help
June 2009
Jun 18, 12:48 pm
Sun Mon Tue Wed Thu Fri Sat
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30

Figure 35: Month view

Note: The Calendar views are displayed in the following manner under different scenarios:

Calendar Views Use case:

Use Case: User logs into the application.

Action: User navigates to the Calendar the very first time:

Behavior: Sidekick Sync presents the Current Day view.

Use Case: User is viewing the Day view for a past or a future month, say January while the current month is June.

Action: User clicks on Back or Jump key. User is navigated back to the Main Menu. User clicks on Calendar.

Behavior:: User will be navigated to the Day View for the Current Day

Use Case: User is viewing the Week view in a past or a future month, say January while the current month is June.

Action: User clicks on Back or Jump key. User is navigated back to the Main Menu. User clicks on Calendar again.

Behavior: User will be navigated to the Week View for the Current Month

Use Case: User is viewing the Month view for a past or a future month, say January while the current month is June.

Action: User clicks on Back or Jump key. User is navigated back to the Main Menu. User clicks on Calendar again.

Behavior: User will be navigated to the Current Month View with.

5.4 Corporate Contacts

The 'Corporate Contacts' option allows you to search for Contact entries from the Global Address List on your MS Exchange® Server. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated. The matched contacts will be displayed in alphabetical order spanning across pages. Clicking 'OK' on a contact name will display the details for that contact. Pressing the ☰ will bring up the following options:

Call: Pressing on this option while the focus is on one of the displayed Phone numbers will dial the number for that contact:

Send Text Message: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send a text message or SMS to the desired number.

Save contact: Pressing on this option on the menu options, we can add this contact to contact list.

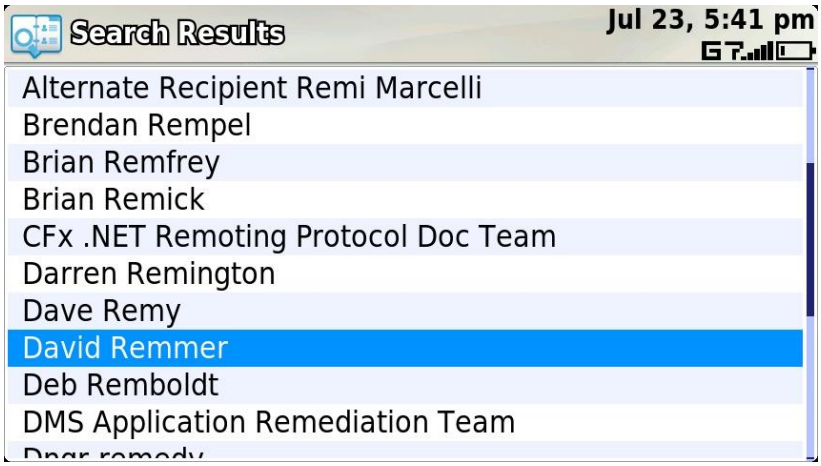

Figure 36: Search Results screen

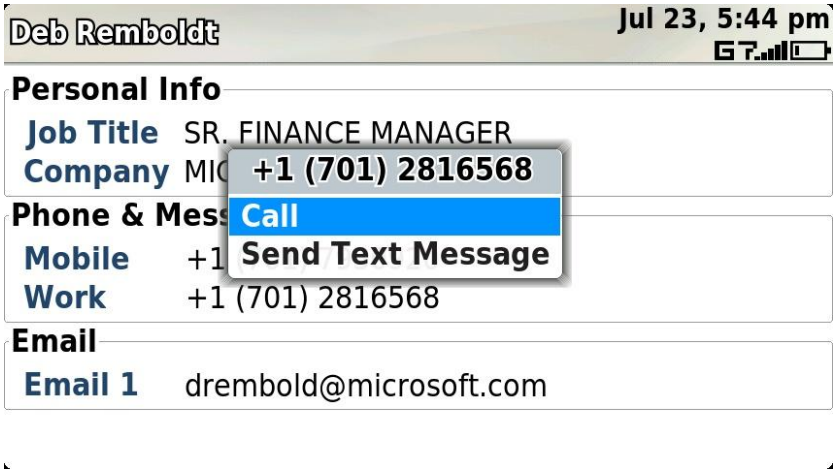

Figure 37: Contact Details screen

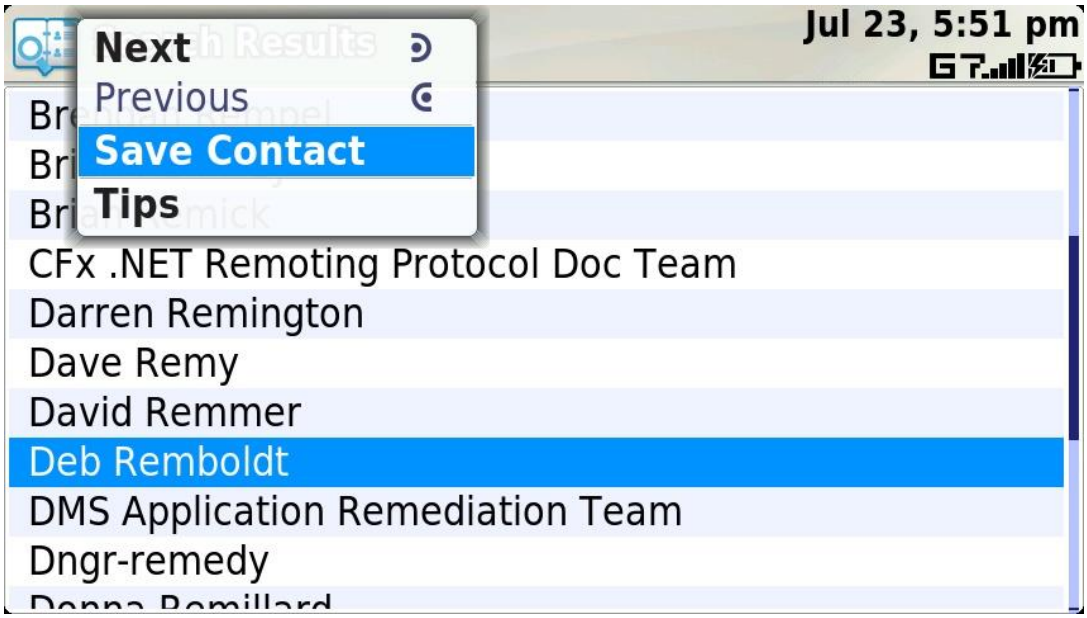

Fig No: 37(a) save contact.

5.5 Manual Sync

Selecting **Manual Sync** option will navigate you to the 'Collections' screen where you can select the Folders that you wish to synchronize. Check the boxes to select. Pressing 'Sync' will start the Synchronization process and synchronize the information for the selected Collections.

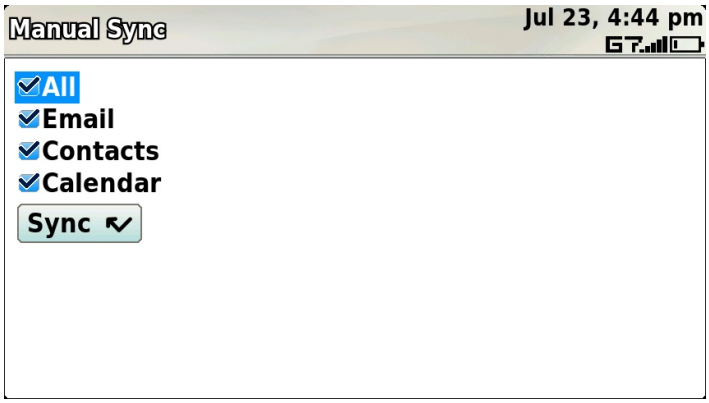

Figure 38: Choose folders to Sync

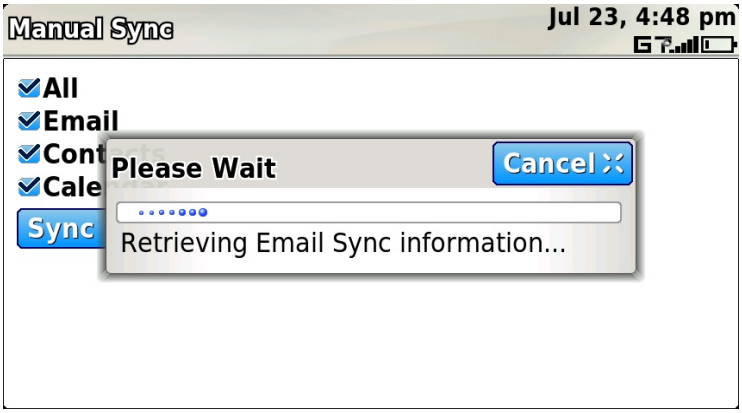

Figure 39: Sync in progress

5.6 Help

The Help section provides you with brief usage instructions for Sidekick Sync. You must refer this User Manual for detailed instructions on the features and functions of Sidekick Sync. The Help topics are arranged under the following sections:

- Sync
- Account Setup
- Groups
- Conflict
- Security
- What to Sync
- Time Zone
- Out Of Office
- Turn Sync on/off
- Reset Account
- Search Mail
- Search outlook Contacts
- Support
- About

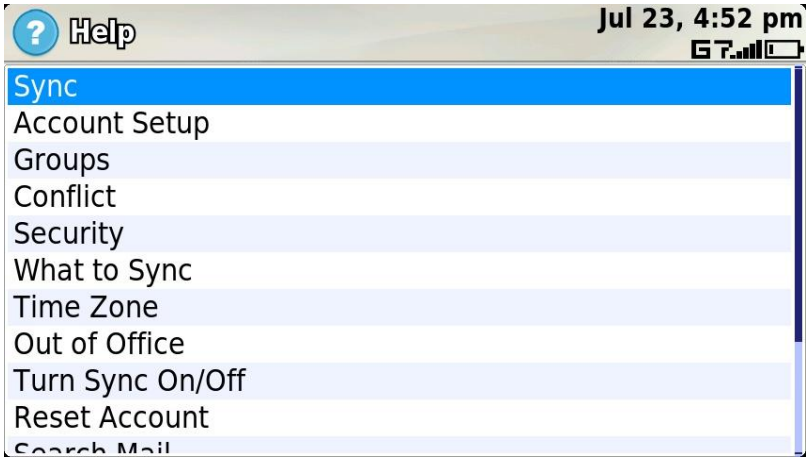

Figure 40: Help section

5.7 Home Page Options

Clicking on the ☰ on the Home Page will bring up the following options menu with the items arranged in the following order:

- Settings →
  - Account Setup
  - What to Sync
  - Full Sync
  - Security PIN
  - Time Zone
  - Sync Schedules
  - Turn Sync On/Off
  - Out of Office [Enabled for Exchange 2007 accounts only]
  - Reset account
- Sync Status
- Create Groups

The options menu is as shown in the figure below:

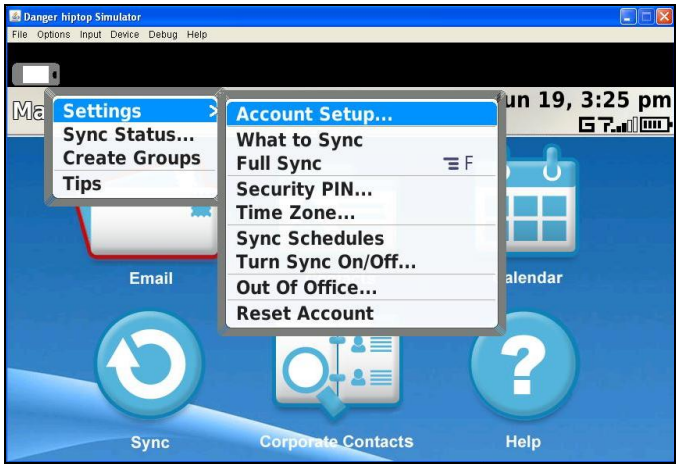

Figure 41: Home Page Options

Settings: Settings option allows you to personalize your settings for the application. The Settings option has the following sub options:

Account Setup: You may use this option to edit the following fields of your account settings:

- ***Server Address****:* Edit the server address or name of the Exchange server
- ***SSL:*** Select or Deselect, based on whether the exchange server requires SSL or no.
- ***User ID***: Edit your User id
- ***Password***: Edit password information.
- ***Domain***: Edit domain information.

- ***Email Address***: Edit the email address of your MS Exchange® account
- ***Signature***: Edit the signature that must be appended to all outgoing mails.
- ***Time Zone:*** Edit your time zone settings

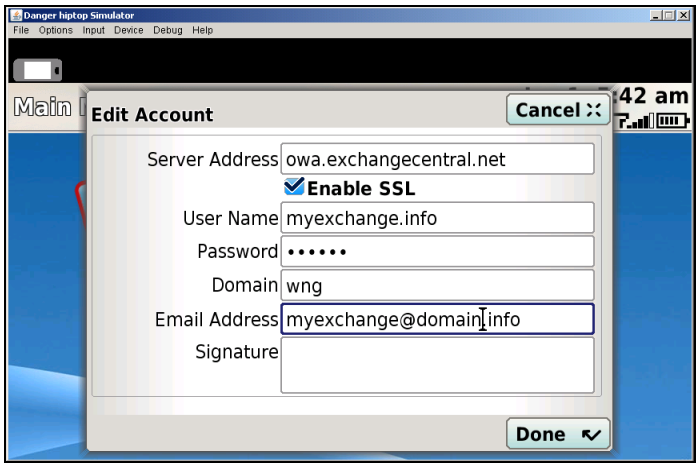

Figure 42: Edit Account

What to Sync: This option allows you to choose the Sync collections – *Email*, *Contacts*, *Calendar* or *All* to be synchronized each time. Check the box against the collection to either select or deselect the collection. Checking against the item will enable synchronization for that collection. Press '*Sync'* to save your settings and initiate synchronization for the selected folders.

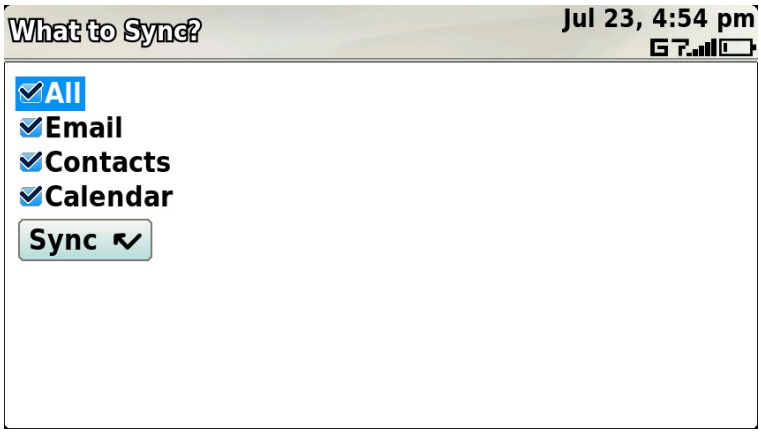

Figure 43: What to Sync folder collection

Full Sync: You can use this option to perform a full synchronization that will delete the existing Contact, Calendar and Email information from your device and start a fresh synchronization. This option must be used only in cases where you repeatedly encounter "Synchronization error" or if for some reason you are unable to get the updates properly.

Main Menu
Jul 23, 4:55 pm
Full Sync Alert
Full Sync may take several minutes and will discard all Email, Contacts & Calendar information from your phone before starting a new Sync. Would you like to do a Full Sync now?
No
Yes
Sync
Corporate Contacts
Help

Figure 44: Full Sync alert message

Security PIN: Clicking on Security option will navigate to the Security page where you may choose from the following options:

- Enter PIN: You must enter a PIN in the format required by the server for which a prompt is displayed
- Confirm PIN: Reenter the PIN to confirm
- Prompt for PIN: Choose how often you must be prompted for the PIN from the following:
  - **Never:** Choose this option if you don't want to be prompted for a PIN
  - ***Ask PIN every time*** (recommended): Choose this option if you wish to be prompted for the PIN to be entered each time you launch Sidekick Sync
  - ***Ask PIN once a day***: Choose this option if you wish to be prompted for the PIN only once each day.

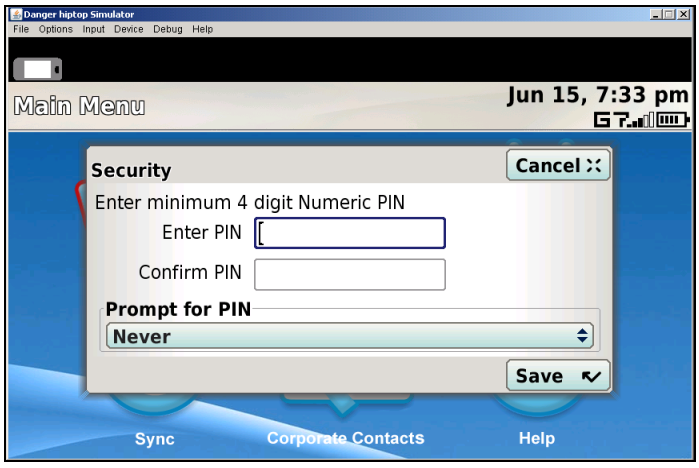

Figure 45: Security PIN

Time Zone: Use this option to edit or change your time zone settings. This is necessary for your reminders to work properly. Choose the appropriate Time zone and save it.

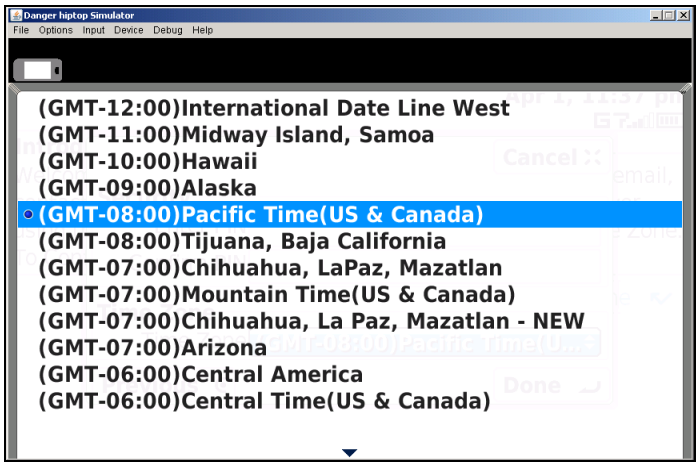

Figure 46: Time Zone options

Sync Schedules

The application supports Default Schedules and Custom schedules for both Direct Push and Periodic synchronization. At the time of account configuration, the default schedules for Direct Push and Periodic Sync are enabled by default. The default synchronization schedules are set to the following times:

i. Direct Push: Active from 7a.m. to 6 p.m. – All Weekdays

ii. Periodic Sync:

- Active from 11 pm to 5 am the next morning at 1 hr intervals – All weekdays.
- Active at 30 minute intervals – Weekends

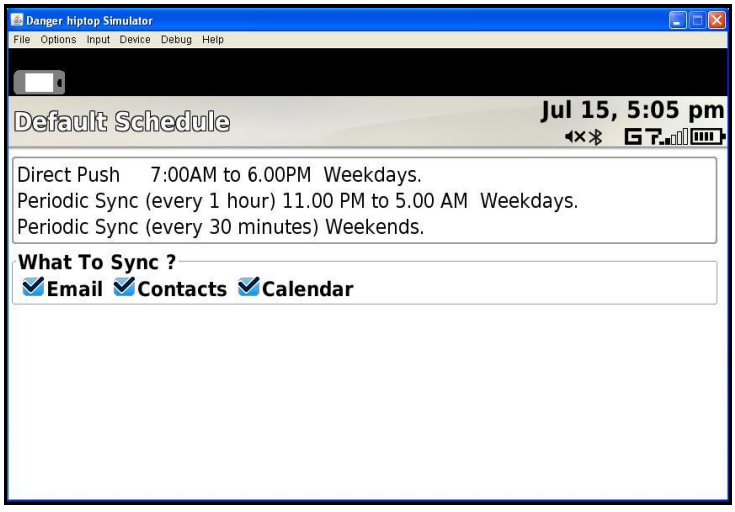
Danger hiptop Simulator
File Options Input Device Debug Help
Default Schedule
Jul 15, 5:05 pm
Direct Push 7:00AM to 6.00PM Weekdays.
Periodic Sync (every 1 hour) 11.00 PM to 5.00 AM Weekdays.
Periodic Sync (every 30 minutes) Weekends.
What To Sync ?
Email Contacts Calendar

Figure 47: Default Schedule

The figure below indicates the list of synchronization schedules that were created and the menu options.

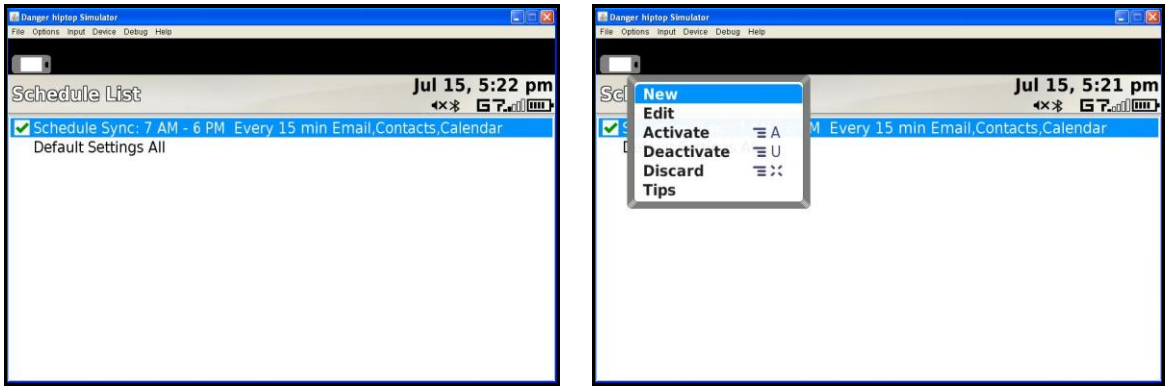

Figure 48: Schedule List and menu options

You can choose from the following options:

New: Use this option to create a new custom schedule. You must choose what type of synchronization must be performed automatically – Direct Push or Periodic Sync and then set the desired parameters.

Direct Push: This will enable '**Direct Push'** for the selected collections. By enabling direct push you will be able to receive real time notifications of new Contact, Calendar or Email data on your device as soon as they arrive on the MS Exchange® server. Choose the frequency settings for Direct Push from the following:

Enable: Check this option to enable Direct Push

Sync Days: Choose the Days on which Direct Push must be active

Every day: Direct Push is active everyday for the selected duration

Week days: Direct Push is active on week days for the selected duration

Custom: Direct Push is active on selected days for the selected duration

Start time: Choose the start time for Direct Push to be active.

End time: Choose the End time at which Direct Push must be turned OFF.

What to Sync: Choose what folders must be synchronized – Email, Contacts Calendar

Periodic Sync: You can set up the application for a scheduled synchronization. You may choose between a frequency of 15 minutes to 2 hours at a 15-minute interval as well as Daily or Weekly. Choose the frequency settings from the following:

Enable: Check this option to enable Periodic Sync

Sync Days: Choose the Days on which Periodic Sync must be active:

Every day: Synchronizes everyday at the defined intervals

Week days: Synchronizes only on week days

Custom: Choose the day(s) of week on which periodic synchronization must occur.

Start time: Choose the start time for Periodic Sync to be active.

End time: Choose the End time at which Periodic Sync must be turned OFF.

Frequency: Choose the frequency for periodic Synchronization:

15 minutes: Synchronize once every 15 minutes

30 minutes: Synchronize once every 30 minutes

1 hour: Synchronize once every 60 minutes

2 hours: Synchronize once every 2 hours

4 hours: Synchronize once every 4 hours

What to Sync: Choose what folders must be synchronized each time – Email, Contacts, Calendar

The navigation for setting up Synchronization Schedule is shown in the figure below.

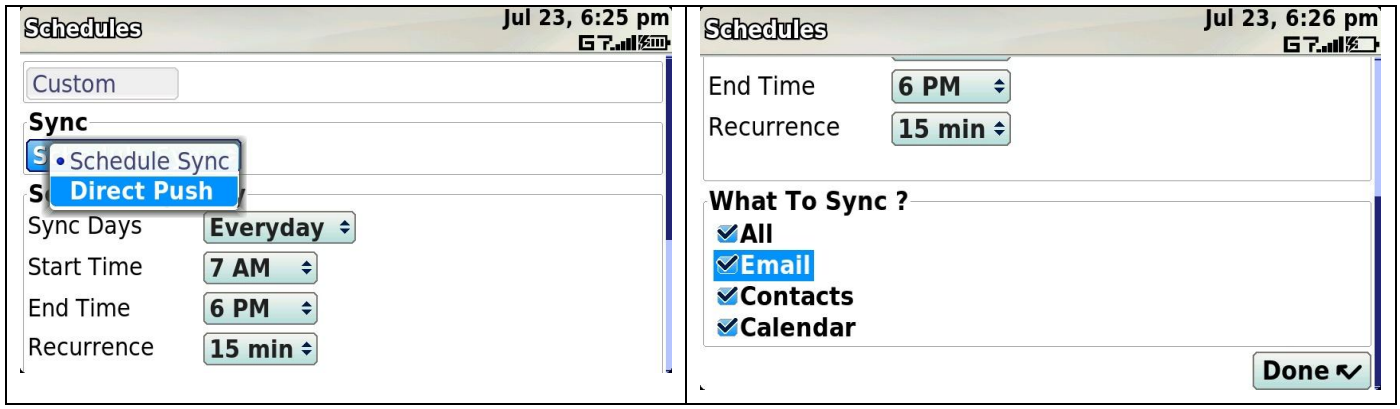

Figure 49: Automatic Sync

Edit: Use this option to edit an existing schedule. The default schedule cannot be edited except for the collections that must be synchronized.

Activate: Use this option to activate deactivate a particular synchronization schedule from the list of synchronization schedules

Deactivate: Use this option to deactivate a particular synchronization schedule from the list of synchronization schedules

Discard: Deletes an existing custom schedule from the list of synchronization schedules.

Turn Sync On/Off: Allows you to turn ON or OFF, the existing Direct Push or Sync Schedules. Turning ON will resume the Direct Push and Periodic Sync with the last saved time settings. A warning message "No active schedules" is displayed if there are no active schedules

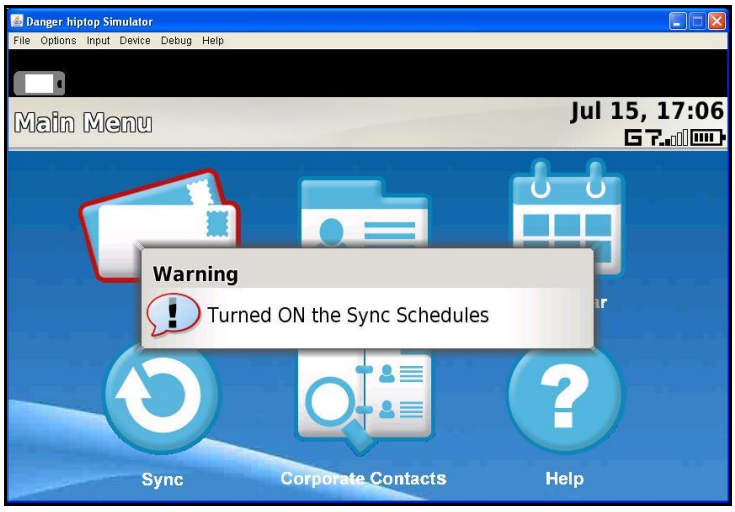

Figure 50: Turn ON/OFF

Out of Office: This feature allows you to configure the Out-of-office settings to automatically reply to emails that you receive when you are not in office. Based on your settings all incoming mails during this period will be auto-replied with a mail containing your custom Reply message. To configure Out of Office settings:

Choose *Out of Office* option from the Settings menu which will navigate you to the out of office settings screen. Choose from the following types:

Enable: This will enable the ***Out of Office*** setting on the Server and navigates you further to the ***Out of Office Types*** page that contains internal and external settings page.

Internal by default out of office is enabled for Internal users. Add the "Internal Reply" message for the co-workers within the organization and

External Senders – Enables out of office auto replies for the incoming emails received from external senders who are not part of your organization.

- ***External Known –*** are the senders who are not a part of your organization but are known to you i.e. contacts that are part of your address book
- ***External anyone:*** Enable auto replies to all the senders from outside your organization.

Today: Choose this option to enable Out of office only for the current day (12.01 am to 11.59 p.m.)

Select Duration: Choose this option to select the duration for which Out of Office must be enabled

Start Date and Time: Choose the start date and time from which Out-of-office must be enabled

End Date and Time: Choose the end date and time after which Out-of-office must be disabled.

No Duration: Choose this option to set **Out-of-office** with no end time

Internal Reply: Edit your response that must be sent for mails from senders who are within the organization

External Reply : Edit your response that must be sent for mails from External Users

Save your settings, to update the same on the server. The **Out-of-office** settings are shown below

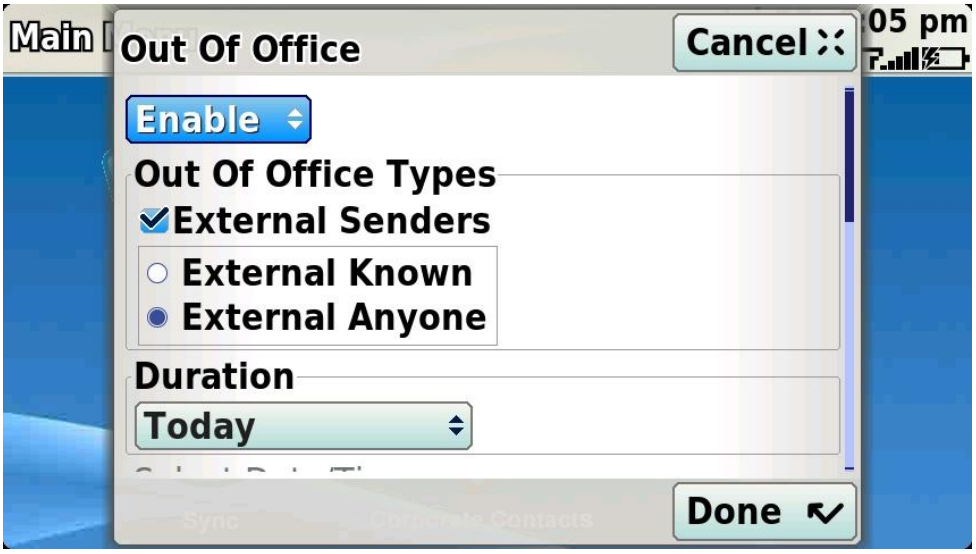

Figure 51: Out of Office

Reset Account: Use this option to reset your current account information. Particularly helpful if you wish to delete the existing account before reconfiguring a new exchange account**.** Resetting the account will remove all account information from the device, deletes all application contact, calendar and email information on the device and navigates you back to the Launch screen.

Clicking on Reset account will display a warning message indicating that all user and account information on the device will be removed. Click on 'Yes' to continue to reset all information. Clicking on 'No' will cancel the operation, as indicated in figure below:

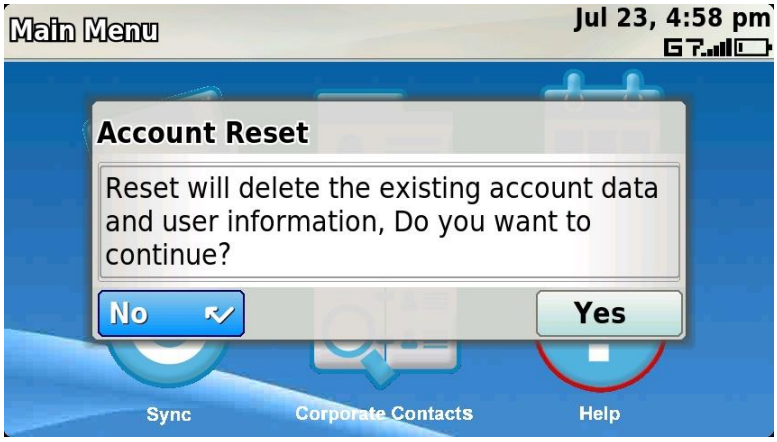

Figure 52: Reset Account

Sync Status: Displays information on the Date, Time and the Status of the last successful synchronization carried out from the Device. The Sync Note carries information about synchronization failures and displays the *Error Number*, *Error Message*, the *Date* and *Time* at which the synchronization failed

Create Groups: Use this option to create a new distribution list and add email ids that you frequently use by grouping them under an Alias. This is particularly helpful during sending a mail, where you can quickly pick up and add one or more groups from the stored groups to the To, Cc , Bcc, Required, Optional or Resource fields before sending the mail or adding and event/meeting. Pressing the Ξ will bring up the following options:

New Group: Allows you to create a new Distribution list or a Group. You must provide a Group name. Proceed to add contacts (Maximum of 10 mail ids) from the Application's address book. Once done, the Groups page will display the list of available Groups.

Edit: Allows you to edit the Group. You may add or delete a contact in the Group.

Discard: Delete a Group from the list of available Groups

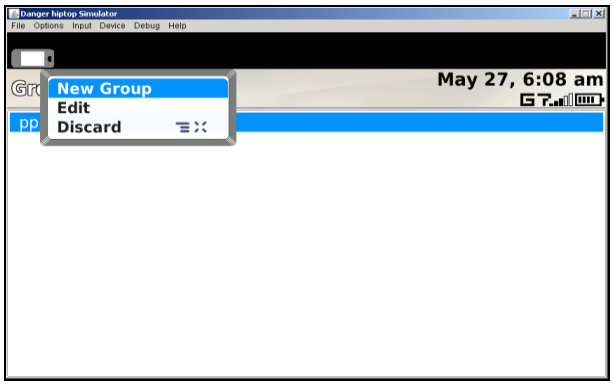

Figure 53: Groups

Selecting a group and pressing the Ξ will bring up the following options:

Add Member(s): Add contact email addresses to the Group from the Application's address book

Remove Member(s): Delete or Remove a contact email address from the Group.

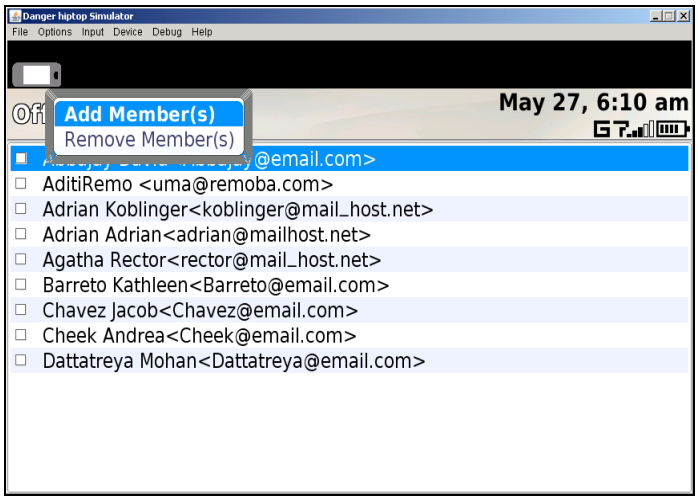

Figure 54: Create a Group

:

6 TIPS & TRICKS

The following tips and tricks will help you in optimizing your key presses and make it easier to navigate and use some key features of the application:

1. **Quick Messages**
   To quickly send replies to incoming mails, store the most commonly used messages as Quick Messages and later add them quickly to the Subject and Body of your emails to avoid typing long messages.

2. **Periodic Synchronization**
   Scheduling automatic synchronizations during off peak hours or Night times would go a long way in reducing data usage and battery consumption.

3. **Turn Sync ON/OFF**
   Use the Turn Sync ON/OFF Feature to quickly turn off your Direct Push or Periodic Sync. You can resume them with the last settings by simply turning it back ON.

7 FREQUENTLY ASKED QUESTIONS [FAQ]

1. **What is Sidekick Sync and why would I want it?**
   If you are a corporate user and if you want to stay connected to all the latest Contact, Calendar and Email information on your Microsoft Exchange Server, then, Sidekick Sync is the product for you. Using licensed Exchange ActiveSync technology from Microsoft, Sidekick Sync provides the device with a direct connection to the Microsoft Exchange Servers 2003 and 2007.

2. **What types of data can be synchronized by using Sidekick Sync?**
   Sidekick Sync enables you to synchronize your e-mail messages, calendar, and contacts information from your Exchange 2003/2007 Server.

3. **How do I enable mobile access on the Exchange Server?**
   To enable mobile access on the server requires Server configuration and this configuration varies between MS Exchange Server® 2003 and 2007. Consult your IT Department for the same.

4. **How do I change the schedule of my automatic synchronizations?**
   To change the schedule of your automatic synchronization, on the **Home Page** Clicking on the **Ξ** will bring up the Options **Settings →Sync Schedules → Schedule List**. For default schedule, only what to sync options are editable.

5. **How do I start Synchronizing?**
   To start Synchronizing, open Sidekick Sync on your device. Select "Sync" icon on Main Menu, Choose the folders that you would like to synchronize – Email, Contacts or Calendar and pressing ***Sync*** will start the synchronization process.

6. **What details are required before I attempt to use Sidekick Sync to synchronize with my MS Exchange® server?**
   You will require the following information for configuring Sidekick Sync to synchronize with your MS Exchange® server:
   - ***Server Address*** The MS Exchange Server® type that you wish to connect to. Sidekick Sync supports MS Exchange® Server 2003 and 2007
   - ***User name***: The MS Exchange® Server address for e.g. exchange.yourcompany.com
   - ***Password***: Password (as on your MS Exchange Server® account)
   - ***Domain***: Domain for your MS Exchange Server®
   - ***Email Address:*** Email address of your MS Exchange® account
   - ***SSL*** : Check the box if your server is SSL enabled

Note: If you are not sure of the server information or continue to face problems, consult your IT Department for the required information.

7. **What does "Direct Push" mean? When should I use it?**
   Direct Push is a feature of Sidekick Sync that allows all new information – Email, Contacts, Calendar, from your MS Exchange Server® to be pushed directly to your Device as they arrive on the Server. This will prevent you from having to logging in from your device manually to check for new emails or calendar events. Direct Push will enable the application to always be up-to-date with the server.
   You may use the Direct Push feature if you want to have the latest information on Contacts, Calendar and Email, pushed to your device instantaneously as they arrive on the server.

8. **What is the default Sync schedule and how is it useful?**
   As soon as an account is configured and "Sync Now" option is selected, the application will automatically enable a default synchronization schedule for you, so that the latest updates to contact, calendar and email on the server are available to you on the device. The default schedule is set to the following times:
   iii. Direct Push: Active from 7a.m. to 6 p.m. – All Weekdays
   iv. Periodic Sync:
      - Active from 11 pm to 5 am the next morning at 1 hr intervals – All weekdays.
      - Active at 30 minute intervals – Weekends

9. What does "Periodic Sync" mean? When should I use it?

Periodic Sync provides you with an option of setting up your own schedule of when the device synchronization must be done automatically. For e.g. if you want the synchronization to be done once a day at 8'o' clock every night, you could set this time in the Periodic Sync settings and at the appointed hour, the application will start and complete the synchronization with the MS Exchange® Server. You may use this feature if you are a light user and don't expect a lot of email or calendar events on your server and would like to be notified at set intervals about new items on your Server.

10. What are Corporate Contacts?

Corporate Contacts is a Global Address List maintained on the Corporate Server. If you are a MS Exchange Server® user, all your Corporate contacts are organized under one common list called the Global address List. You can search for contacts from the Corporate Directory List and then store that contact information on to your device. You must specify a minimum of 3 characters for your search to be initiated on the Corporate Directory List.

11. What is conflict resolution and how do I use it?

Conflict resolution is a feature that allows you to choose which data must take precedence during synchronization. Since synchronization will update data on the Device and the Server, sometimes, it is possible that the same information (Contacts or Calendar) has been updated on both the Device and the Server. You must specify what data you want kept, by choosing the conflict resolution options – '***Keep Server changes'*** or '***Keep Client changes'***; Choosing the former, will ensure that changes on server will be kept these will be downloaded to the Device. Choosing '***Keep Client changes'*** will ensure that changes on the Client will be kept and changes from client will be written to the server.

14. What is 'Full Sync' and when do I use it?

Full sync is a full synchronization process wherein all the contact, calendar and email information on the device is erased first before contacts, calendar and email information from the MS Exchange Server® are downloaded to the Device. Generally the synchronization process only brings in the updates and keeps the server and the device current. But sometimes you may face some problems during synchronization which may be due to faulty network, or bad responses from your MS Exchange® Server. In such cases you may not be able to proceed with the regular synchronizations in which case you have to initialize the '**Full Sync'**.

12. How many emails from my MS Exchange Server® will be fetched to my device during synchronization?

Sidekick Sync fetches and stores the latest 100 emails from your MS Exchange Server® account and displays them on the Device. You will be presented with the Mail Headers first before proceeding to view the complete mail.

13. What is the 'What to Sync' option?

'What to Sync' option allows you to choose the collections that must be synchronized between the Device and the server. These elements – Email, Contacts and Calendar are called the Sync Collections. You have to specify what collections have to be synchronized by checking the appropriate box. Only the selected collections will be synchronized with the MS Exchange Server® during subsequent synchronizations.

14. How do I disable the "Direct Push" option?

To disable the 'Direct Push' option, first launch Sidekick Sync which will navigate to the home page. Clicking on the Ξ will bring up the Options →**Sync Schedules** → **Schedule List.** Choose the schedule that you wish to deactivate (Direct Push or Periodic Sync), Select **Menu** → **Deactivate**.

15. What is Time Zone setting?

Time Zone identifies the time zone that you operate from**.** This setting is extremely important to ensure that the Reminder and Alert settings as also your Calendar views work as desired. This is especially true if you are traveling across time zones.

16. What is Out of Office and how do I use it?

Out of Office setting allows you to send automatic responses to sender emails, with a custom message to indicate that you are away from office for a specific duration. You must specify the date and time between which the Out of Office messages must be sent as replies to incoming mails. You can customize two types of response messages for –

2. ***Internal*** i.e. by default out of office is enabled for Internal users. Add the "Internal Reply" message for the co-workers within the organization and
3. ***External Senders –*** Enables out of office auto replies for the incoming emails received from external senders who are not part of your organization.
    - ***External Known –*** are the senders who are not a part of your organization but are known to you i.e. contacts that are part of your address book
    - ***External anyone:*** Enable auto replies to all the senders from outside your organization.

17. What is Sync Status?

The Sync Status option allows you to view the status of your last synchronization that was performed from the device. The information includes the Status of the Last synchronization, time and date information of last synchronization for each collection item – Email, Contact and Calendar.

In case of any errors during the synchronization, the Error Number, Error message along with the Date and Time are displayed.

18. What is Sync Now and Sync Later?

Once account is validated application prompts a message to select "Sync Now" or "Sync Later". On "Sync Now" selection, application initiates the sync of email, contacts and calendar and enables the default sync schedule. With "Sync Later", applications not sync any collections and turn the default sync off. User can sync data as needed or change the sync choices by selecting Menu → Settings → What to Sync. The default sync schedule can be enable by selecting "Menu → Settings → Turn Sync ON / OFF".

8 TROUBLESHOOTING

1. **Whenever I sync my calendar items, I don't see the correct time on the calendar events.**
   Resolution: If you see that your appointments on your Device are not at the time mentioned on your MS Exchange Server® Calendar, then you need to make sure that the time zone you specified is correct. This occurs because all appointments on the Sidekick Sync are stored based on the offset from GMT. Select "Menu → Settings → Time Zone" to change the time zone settings.

2. **The number of contacts on my Exchange account is more than what my device can support. What should I do?**
   Resolution: Sidekick Sync places a limit on the number of contacts to 2000 that can be synched to the Device. If a user has more than 2000 contacts on his MS Exchange Server® account, then the user must create a secondary folder and move those additional contacts (choose contacts which you don't want synchronized) to that folder and keep only those contacts that you use regularly and would require to be synchronized in the primary folder.

3. **I have mails in my email account on the MS Exchange Server®, but I don't see any mails in my Inbox on the Device after synchronization.**
   Resolution: You will have to check the Email filter option (Open Email, Select "Menu → Settings → Email Settings") and change it appropriately. If this does not resolve the problem, then you can try to do a Manual Sync by selecting "Sync → Email" or by opening Email Folder and selecting "Menu → Refresh".

4. **I get "Outbox/Draft full" message when trying to save a mail.**
   Resolution: Delete some mails from the Drafts folder or the Outbox folder before proceeding.

5. **The 'Direct Push' feature is turned 'OFF' even after I have turned the feature 'ON'**
   Resolution: This could be caused due to persistent Network problem. Sidekick Sync will attempt to connect to the server up to 3 times in case of failure in communicating with the server. If even after 3 times the network problem persists then, the application automatically turns OFF the 'Direct Push' to prevent multiple attempts at connecting. You may have to turn it ON again at a later time.

6. **I receive an '*Error_500'* error message when I synchronize my mobile device with MS Exchange Server® 2003.**
   Resolution: You will see this error if your Microsoft Exchange Server® 2003 does not have the Service Pack 2 (SP2) installed on it. To resolve this issue, install Microsoft Exchange Server® 2003 Service Pack 2 (SP2) on the server. Contact your IT Department for a resolution.

7. **I am facing persistent synchronization problems.**
   Resolution: If you face persistent synchronization problems, then use the **Full Sync (Menu → Settings → Full Sync)** option which will reset the application and start a fresh synchronization. If you continue to face problems, then, Select "Menu → Settings → Reset Account" to delete the account information. Reset the device and then open application configure freshly.

8. **I receive a '*Login Fail'* error message whenever I try to synchronize my device with Microsoft Exchange Server®**
   Resolution: You will see this error if the account credentials – username and password, that you are using is wrong. Verify your account details and enter the correct details by contacting your IT department.

9 DISCLAIMER & COPYRIGHT INFORMATION

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